

Position Title: House Manager

Location: Awaken- Reno, NV

Reports to: Program Director

Status: Full-Time, Salaried, Exempt

Organizational Overview

Awaken is a faith-based nonprofit organization operating in Reno, Nevada. Our mission is to raise awareness about commercial sexual exploitation, provide housing and restoration for victims, and eradicate exploitation. We aspire to model restoration and community transformation.

Transitional House Description:

Awaken's Transitional House offers a safe, sober living environment for adult women survivors of commercial sexual exploitation and their children. The program provides structure, support, and love to empower participants to rebuild their lives and break generational cycles. Length of stay is typically 12 months, based on individualized needs.

Position Summary

The House Manager is responsible for the daily operations, safety, and supportive structure of the Transitional House. This includes relationship-building with residents, oversight of program staff, and maintaining a trauma-informed, strengths-based environment. The role combines operational management with client engagement, ensuring that all services reflect a culturally responsive and victim-centered approach.

Key Responsibilities

Resident Support & Program Oversight

- Facilitate intake, orientation, and assessments for new residents
- Conduct monthly check-ins with residents and participate in weekly house staffing meetings
- Develop and implement house policies, procedures, and protocols
- Provide crisis intervention and conflict resolution as needed
- Ensure consistent delivery of trauma-informed care
- Monitor resident safety, engagement, and progress toward individualized goals
- Partner with community programs to support residents and their children

Staff Supervision & Volunteer Coordination

- Provide supervision, support, and training for program staff
- Maintain staff schedules and ensure adequate coverage
- Offer regular feedback, coaching, and continued education opportunities
- Address staff performance concerns in coordination with the Program Director

- Support recruitment and supervision of student interns and volunteers
- Coordinate on-call availability for staff

Operations & Administration

- Oversee day-to-day house operations, including maintenance and cleanliness
- Manage relationships with subcontractors and vendors for home upkeep
- Monitor program financials (e.g., resident needs accounts, matched savings)
- Maintain compliance with organizational policies and procedures
- Lead weekly program staff meetings to review resident care and operational needs
- Represent Awaken in meetings with partners, agencies, and community stakeholders
- Support planning for special events, volunteer coordination, and crisis management

Qualifications

- Bachelor's degree in social work, counseling, psychology, or a related field (Master's preferred)
- At least 1 year of experience in residential/transitional living environments
- Minimum 2 years of staff management or supervisory experience
- Understanding of trauma, exploitation, and recovery principles
- Excellent communication, writing, and interpersonal skills
- Strong computer proficiency (Apple and Microsoft Office Suite)
- Reliable transportation, valid driver's license, and clean driving record
- Ability to pass background check and fingerprint clearance

Personal Attributes & Values

- Passionate about Awaken's mission and values
- Demonstrates professionalism, integrity, and emotional maturity
- Skilled in setting and maintaining healthy boundaries with clients
- Sensitive to the needs of survivors of sex trafficking, sexual assault, and domestic violence
- Acts with integrity, compassion, and respect, building positive relationships with individuals from diverse backgrounds
- Calm and confident in high-stress or crisis situations
- Able to maintain confidentiality and uphold trust
- Flexible, team-oriented, and capable of managing multiple responsibilities in a nonprofit