

<b>JOB OVERVIEW</b>	
<b>Job title:</b>	<b>HOUSE MANAGER/MATRON</b>
<b>Job objective/purpose of job:</b>	To oversee overall day-to-day operations of Shelter (KOTS), be a mother to the children and to provide leadership, direction and supervision to members of staff to ensure best practices in client care for the children in the Shelter.
<b>Department/division/unit:</b>	KOTS
<b>Hours:</b>	Full Time, Live-in
<b>Location:</b>	LAGOS (Lekki Ajah)

<b>REPORTING RELATIONSHIPS:</b>	
<b>Functionally Reports To:</b>	KOTS Program Manager
<b>Administratively Reports To:</b>	KOTS Program Manager
<b>Supervises:</b>	Assistant House Manager, Cook, Stewards, Security

<b>WORKING RELATIONSHIPS:</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>○ Programs Coordinator</li> <li>○ Assistant House Manager</li> <li>○ Cook</li> <li>○ Stewards</li> <li>○ Security</li> <li>○ Children</li> <li>○ Tutors</li> <li>○ Shelter Visitors</li> <li>○ Volunteers</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>○ Family members</li> <li>○ Law Courts</li> <li>○ Lawyers</li> <li>○ Counselors</li> <li>○ Medical Team/Hospitals</li> <li>○ Pastors</li> <li>○ PEF members</li> <li>○ Statutory/Regulatory Bodies</li> </ul>

<b>PRINCIPLE ACCOUNTABILITIES &amp; RESPONSIBILITIES:</b>
<ul style="list-style-type: none"> <li>○ Oversee day-to-day operations of the entire shelter.</li> <li>○ Participate in the interviewing process, hiring process, and induction of shelter staff.</li> <li>○ Participate in the screening of and conducts orientation of new intakes into the shelter</li> <li>○ Supervise and support program staff (staff meetings, direct observation, written evaluations).</li> <li>○ Ensures shelter rules and procedures are adhered to.</li> </ul>

- Serves as the go-to person whenever the shelter staff has a concern that needs to be addressed.
  - Responsible for setting the shelter’s annual budget regarding shelter supplies, groceries etc. and making sure the shelter does not go over that budget.
  - In conjunction with the Programs Coordinator, set annual goals and objectives for the shelter and implements a plan to reach those goals.
  - Develop and maintain policies and procedures of the shelter. Ensures compliance with the policies and procedures for both clients and staff.
  - Plans and Participates in all management meetings.
  - Serves as a matron and mother figure to the female children in the shelter
  - Provides First Aid to children in the shelter.
  - Manage effectively interface with family members, law courts and regulatory agencies as required.
  - Maintains and updates case files of all children in the shelter and keeps all records pertaining to them such as daily logs, progress notes, incident reports etc.
  - Provides basic counseling to children in the shelter and ensures confidentiality of children in the shelter.
  - Timely renewal of regulatory licenses as at when required.
- Financials:**
- Monthly/weekly shelter budget inputs and manage assigned budget.
  - Assist with contract negotiations, new & existing licenses evaluation.

Key Performance Indicators/Performance Goals:	
	<ul style="list-style-type: none"> <li>○ Degree of smooth day-to-day operation of the shelter with minimal issues.</li> <li>○ Degree of quality care of the children in the shelter.</li> <li>○ Degree of compliance with Shelter rules and policies.</li> <li>○ Degree of Supervisory, mentoring and coaching of subordinated.</li> <li>○ Cost efficiency in the management of Shelter’s budget.</li> <li>○ Time renewal of regulatory licensed if and when required.</li> </ul>

JOB SPECIFICATIONS:	
<b>Education Qualification:</b>	Minimum Bachelor’s degree. Bachelor’s degree in Psychology, Social Work, Sociology, Counseling or related field is an added advantage.
<b>Experience:</b>	<ul style="list-style-type: none"> <li>○ Minimum of 8yrs working experience in the Human Service field.</li> <li>○ Teaching background an added advantage.</li> <li>○ Computer proficiency particularly in Microsoft Office i.e. excel, power point &amp; word in their application to</li> </ul>

	problem solving (Budget calculation, presentation, reports, etc.)
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<b>KEY COMPETENCIES REQUIREMENTS</b>	
<b>Functional /Technical:</b>	<ul style="list-style-type: none"> <li>○ A working knowledge of how to run a shelter.</li> <li>○ Hands on experience working with children from various socio-economic backgrounds.</li> <li>○ Hands-on knowledge and proficiency in the use of Microsoft Office i.e. Excel, PowerPoint &amp; Word in their application to problem solving e.g. Budget calculations, presentations, reports etc.</li> <li>○ Ability to tutor children and provide quality care to children in the shelter.</li> </ul>
<b>Managerial:</b>	<ul style="list-style-type: none"> <li>○ Good supervision skills.</li> <li>○ Experience managerial skills</li> </ul>
<b>Behavioral:</b>	<ul style="list-style-type: none"> <li>○ Loves working with children, empathetic, mature &amp; caring.</li> <li>○ Good leadership skills, experience of mentoring junior staff.</li> <li>○ Team player &amp; self motivated with the ability to work as an effective change agent.</li> <li>○ Cost consciousness and ability to delegate.</li> <li>○ Effective communication Skills.</li> <li>○ Good Interpersonal Skills.</li> <li>○ Trustworthy.</li> <li>○ Planning and organization skills.</li> </ul>
<b>Physical:</b>	<ul style="list-style-type: none"> <li>○ Agile, ability to walk up and down the stairs, ability to lift at least 15kg.</li> <li>○ Ability to drive.</li> </ul>

<b>WORK CYCLE (HOURS/DAYS)</b>	
<b>Weekdays</b>	Fulltime, Live-in, Permanent
<b>Weekends</b>	
<b>Rotation</b>	1 Weekend off (Friday 4pm – Sunday 4pm) every other Month.