

House Manager Operational Guide for Clover House

This operational guide outlines the responsibilities, daily tasks, and best practices for the **House Manager** at Clover House. The House Manager is responsible for maintaining a structured, supportive, and safe environment for all House Members.

1. General Responsibilities

- **Leadership:** Serve as the primary point of contact for House Members and ensure adherence to house rules and policies.
 - **Accountability:** Monitor compliance with the sober living program and address rule violations promptly.
 - **Support:** Foster a positive and recovery-focused atmosphere within the house.
 - **Administration:** Maintain accurate records and manage program-related logistics.
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2. Daily Responsibilities

1. **Morning Routine:**
 - Conduct a walkthrough of the property to ensure cleanliness and order.
 - Check chore completion and remind House Members of their responsibilities as needed.
 - Address any maintenance or repair needs by notifying management.
2. **Resident Check-ins:**
 - Ensure all residents are accounted for.
 - Provide encouragement and support for their recovery goals.
 - Confirm attendance at scheduled recovery meetings or programs.
3. **Program Fee Collection:**
 - Collect program fees from House Members as scheduled.
 - Record payments and provide receipts if needed.
 - Follow up with members who have overdue payments.
4. **House Safety:**
 - Test smoke detectors, carbon monoxide detectors, and fire extinguishers regularly.
 - Ensure all exits are unobstructed and emergency plans are posted.
5. **Conflict Resolution:**
 - Mediate conflicts among House Members when necessary.
 - Enforce consequences for violations of house rules in accordance with the program agreement.

3. Weekly Responsibilities

1. **House Meetings:**
 - Facilitate a weekly house meeting to discuss concerns, review house rules, and provide updates.
 - Encourage open communication and address any issues raised by House Members.
 - Review weekly chores and redistribute tasks as needed.
2. **Supply Inventory:**
 - Check inventory of cleaning supplies, toiletries, and other house essentials.
 - Submit supply requests to management if items are running low.
3. **Random Drug and Alcohol Testing:**
 - Administer random tests for House Members in accordance with the program policy.
 - Document results and take appropriate action in case of a positive test.

4. Administrative Responsibilities

1. **Record Keeping:**
 - Maintain up-to-date records for all House Members, including:
 - Program agreements.
 - Payment history.
 - Incident reports.
 - Keep records secure to protect confidentiality.
 2. **New Member Intake:**
 - Welcome new House Members and review house rules, expectations, and program policies.
 - Conduct a walkthrough of the property with new members.
 - Ensure new members complete all necessary forms, including the residency agreement.
 3. **Relapse Protocol:**
 - Follow the established protocol if a House Member relapses:
 - Document the incident.
 - Notify management immediately.
 - Support the House Member in transitioning to a higher level of care if needed.
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5. Emergency Procedures

1. **Medical Emergencies:**
 - Call 911 immediately for any life-threatening emergencies.
 - Notify management as soon as the situation is under control.
 - Document the incident in detail.
 2. **Fire Safety:**
 - Evacuate all House Members and follow the emergency exit plan.
 - Contact the fire department and management.
 3. **Security Concerns:**
 - Report any suspicious activity or safety threats to local authorities and management.
 - Ensure all doors and windows are locked at night.
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6. Professional Conduct

- **Confidentiality:** Maintain the privacy of all House Members and their recovery journey.
 - **Impartiality:** Treat all House Members fairly and avoid favoritism.
 - **Boundaries:** Maintain professional boundaries and avoid personal or romantic relationships with House Members.
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7. Key Performance Indicators (KPIs)

- **House Cleanliness:** Common areas and individual rooms are maintained in good condition.
 - **Program Fee Compliance:** Timely collection of program fees with minimal delinquency.
 - **Resident Engagement:** High participation rates in recovery meetings and house activities.
 - **Incident Management:** Prompt and appropriate resolution of conflicts and rule violations.
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8. Reporting to Management

The House Manager should provide weekly updates to management, including:

- Chore completion and cleanliness status.
- Fee collection status.

- Summary of any incidents or rule violations.
- Suggestions for house improvements or operational changes.