



Wellspring House, Inc.

Family Shelter Weekend House Manager – Gloucester, MA

Department: Shelter Services & Housing Opportunities

Reports to: Director of Shelter Services & Housing Opportunities

FLSA Status: Part Time, Non-Exempt

Hours per week: 10 Hours, Sundays 9am-7pm

Compensation: \$20.60 per hour

WHO WE ARE

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial security through stable housing, education, job training and career readiness.

SUMMARY:

The Weekend House Manager provides general supervision and maintains the health and safety of the Wellspring House Family Shelter and its Guests, while ensuring that guests are in compliance with the Executive Office of Housing & Livable Communities (EOHLC) Shelter Rules and Guidelines.

Responsibilities:

- Maintain security and order of the facility.
- Perform unit checks to ensure that shelter guests are responsible in keeping them safe and clean.
- Work as a team with the other Weekend House Manager/s, communicating all important information to the next shift, via oral and written communication.
- Supervise the guests to ensure they are in compliance with Executive Office of Housing & Livable Communities (EOHLC) and Family Shelter guidelines.

- Maintain the Daily Log, recording all critical incidents and interactions, while reporting all emergencies to the designated on-call administrator.
- Manage Property related issues/emergencies in coordination with Property Emergency Line and on-call staff, as needed.
- Create and facilitate opportunities for families to engage in health/ wellness/ family oriented activities – as reviewed and approved by Director of Shelter Services & Housing Opportunities.
- Provide Holiday and other shift coverage, as part of a rotation with other shelter staff.
- Answer the telephone and doorbell and forward messages, maintaining the confidentiality of all guests.
- Utilize phone translation service (Transperfect) for all conversations when communicating with guests whose primary language is not English. This is required.
- Attend mandatory trainings and meetings.
- Any other tasks as deemed by Director of Shelter Services & Housing Opportunities.

Required Qualifications:

- Commitment to ending homelessness and to working for social and economic justice for low-income families.
- General understanding of factors which might contribute to homelessness: mental health issues, eviction, substance abuse, trauma, etc.
- Ability to respectfully maintain appropriate boundaries, while building a positive rapport with families.
- CPR/First Aid certification required.
- Excellent oral communication skills; ability to give clear directions.
- Attention to detail.
- Experience working in residential setting preferred.
- High School Diploma or equivalent required. Some college preferred.
- Ability to respond quickly to emergencies.

Job description is subject to change without prior notice as the needs of the organization change.

WORK ENVIRONMENT, LOCATION, AND SCHEDULE

The physical demands and work environment described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform essential functions.

This role routinely uses standard office equipment such as computers, photocopiers, phone, and scanners. This role requires the ability to climb stairs.

Wellspring's headquarters is located at 302 Essex Avenue in Gloucester, MA. The property is accessible by public transportation (MBTA commuter rail and bus service). Parking is available on site.

This position reports to our office located on Washington St. in Gloucester, MA. The property is accessible by public transportation (MBTA, Commuter Rail, local van and bus service). There is unmetered street parking around the building.

APPLICATION PROCESS

Wellspring is currently accepting applications. When the position is filled, this job posting will be removed. Please respond directly to the job posting on Indeed. You may also send your resume and cover letter via email to: jobs@wellspringhouse.org. In the subject line, write your name and the position title. We will review all submissions, identify candidates, and contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.

Date Revised: June 2025