



Position: Facility Manager

Reports to: Director of Emergency Housing

About Families Forward Philadelphia (FFP)

Since 1915, Families Forward Philadelphia has been dedicated to the same mission – to provide information, advice, guidance, protection, and shelter...originally targeted to travelers. We continue this legacy 100 years later by meeting the needs of Philadelphia's homeless families. We offer a full range of supportive services to achieve our mission to help families experiencing homelessness become healthy, productive, and self-reliant. Families Forward works closely with the City of Philadelphia's Office of Homeless Services to help families transition back into the economic mainstream, obtain permanent housing, and lead healthy, fully realized lives.

Position Description

Innovation – Commitment – Hospitality - Creativity

The Facility Manager serves a pivotal role at Families Forward Philadelphia in promoting the agency's mission, the safety of our residents and the physical integrity of the residence. The Facility Manager provides oversight and management of all facility related matters in close collaboration with the Director of Emergency Housing (DoEH) and COO.

All the positions within Families Forward Philadelphia are expected to exemplify the Core Values of the agency. We will all work as a team and within our individual roles to exude the values of ***Service, Social Justice, Dignity and Worth of the Person, Importance of Human Relationships, Integrity, and Competence.***

RESPONSIBILITIES:

- Supervise Maintenance staff
- Perform all maintenance and repairs necessary to maintain a healthy, clean, safe environment
- Working collaboratively with the RA-Supervisors and Case Managers to address all facility related needs
- Custodian of the Work Order Database (Prioritizing and tracking maintenance requests)
- Conduct and document weekly inspections of all resident rooms and common areas throughout the facility to determine need for repairs and/or renovations.
- Communicate landlord related repairs to the Facility Engineering Department
- Point person during facility emergencies (24/7)
- Conduct move-in and move-out inspections of resident rooms
- Ensure that all vacated rooms are "turned" (thoroughly cleaned, sanitized, and prepped for next guest) in a timely manner
- Work closely with the Director of Emergency Housing (DoEH) in scheduling annual and initial inspections with the Office of Supportive Housing (OHS) and L&I
- Ensure all rooms are lead-safe certified, and the appropriate documentation of such is readily available
- Manage extermination schedule
- Manage all pest control services and processes
- Ensure the linen closets are all fully stocked with linen supplies (inventoried and replenish as needed)



- Work closely with the Director of Emergency Housing, Director of Social Services and RA Supervisors team regarding resident and agency needs and priorities
- Work collaboratively with the DoEH on developing capital project budgets and proposals.
- Arrange to move residents between rooms
- Coordinate spending and ordering supplies for the shelter and maintenance department with Director of Emergency Housing and COO.
- Assist the Director of Emergency Housing with scheduling mandatory trainings established by city regulators & funders
- Work closely with the Director of Emergency Housing and the COO in purchasing supplies
- Maintaining a robust inventory tracking system that accurately reflects items on hand, usage, replenishments, and locations of items
- Ensure supplies are accessible to all shift supervisors
- Maintain the Material Safety Data Sheet (MSDS) binder
- Ensure compliance with Fire Safety and Shelter-in-Place requirements, including maintenance of the documentation binders
- Manage a total of 43,060 of square feet of the Family Residence
- Furniture and asset management
- Manage and monitor the cleaning and overall sanitization of the facility
- Manage the physical security of the facility
- Manage the upkeep of all equipment and supplies
- Monitor and work in collaboration with leasing company to ensure safe and passable landscaping protocols
- Assist with supportive services as needed (i.e. cover RA desk as needed, pick up donations, etc.)

KNOWLEDGE, SKILLS & ATTRIBUTES:

- Knowledge of planned and preventative maintenance
- Knowledge of demand and emergency maintenance
- Knowledge of repair parts and tools (as it relates to general repair)
- Knowledge of environmental hazards and precautions
- Knowledge of facility operations and building systems
- Must demonstrate a collaborative spirit
- Must demonstrate empathy, compassion, and respect for FFP's participants, staff, and volunteers.
- Culturally sensitive to the needs and diversities of multi-cultural communities.
- Ability to work independently and take the initiative to identify and address tasks without prompting.
- Ability to work under pressure while maintaining positive regard for others.
- Flexible work style that can work with numerous interruptions.
- Dedicated to quality service delivery.
- Able to demonstrate good judgment and creativity.
- Ability to critically assess situations quickly and over time
- Excellent interpersonal skills:
 - Excellent listener
 - good customer service



- respectful to all involved
 - courteous, grateful, and professional demeanor in all working relationships
- Ability to handle confidential information appropriately.
- Must be able to work well with everyone in the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability, or socioeconomic level.
- Emotionally mature, stable, tactful, and able to provide professional leadership.
- Desire to empower people to become their best selves.
- Proven ability to work successfully in a team with a supervisor, senior staff, and supporters.
- Commitment to excellence and a strong sense of mission.

QUALIFICATIONS:

- High school diploma or equivalent
- Must be 18 years or older
- Minimum 3 years of facility management experience
- Minimum 3 years of experience supervising staff (preferred)
- Must possess good written, oral, and computer skills (Microsoft Suite 7.0 and higher)
- Ability to successfully pass a Criminal Background screening
- Ability to successfully pass a Pennsylvania Child Abuse clearance
- Valid Driver's License (preferred)
- Ability to be on call 24/7

PHYSICAL & WORK ENVIROMENT:

- A moderate degree of physical labor is required for distributing donations such as:
 - lifting boxes
 - climbing stairs
- Standing for extended amounts of time.
- Walking for extended periods of the day.
- Sitting for up to 8 hours per day, 4 hours at a time.
- Frequently uses fingers for data entry.
- Uses upper extremities to lift - up to 50 pounds.
- Stoops, bends, and reaches above shoulder level as needed.
- Hearing as it relates to in-person and phone conversations.
- Seeing as it relates to general and computer vision.
- Speaking/talking frequently
- Heights as it relates to ladder work
- Noise as it relates to machinery