



Job Description:

Job Title:	COMMUNITY MANAGER
Effective Date:	TBD
Reports To:	Executive Director
Exemption Status:	Exempt

Overview:

The Community Manager (CM) is responsible for the overall supervision, coordination, and well-being of residents at SAIL Home Scituate. The CM provides leadership, oversight, and training to Community Builders (CBs), ensuring the successful implementation of individualized support plans that foster independence, safety, and community engagement.

The CM also supports residents directly with independent living skills, goal planning, and accessing care as needed. Serving as the primary liaison between residents, families, support teams, and the Executive Director, the CM ensures all services align with SAIL Home's mission and high standards of care.

This is a hands-on leadership role that includes oversight of residential operations, resident activities, schedules, and weekly community meetings. The CM reports directly to the Executive Director of SAIL Home.

Duties and Responsibilities:

Resident Support & Community Engagement:

- Oversee and support CBs in providing morning, evening, and weekend care per individualized support plans.
- Foster a safe, inclusive, and positive residential community.
- Develop and implement community-building initiatives such as social activities, volunteer opportunities, and skill-building workshops.
- Monitor residents' well-being and intervene in emergencies in a calm and professional demeanor, escalating concerns to families and the Executive Director when necessary.
- Maintain ongoing communication with residents, families, and support teams to ensure needs are met.

Staff Supervision & Leadership:

- Supervise, train, and mentor CBs, ensuring consistent, high-quality resident support.
- Conduct regular team meetings with families, CBs, and service providers to review resident needs and address challenges.
- Foster a collaborative and accountable team culture.
- Create and manage CB schedules (daily shifts, days off, vacations).
- Provide families with holiday closure schedules (e.g., Thanksgiving, Christmas, major holidays) when staff coverage will not be available.

Emergency & Crisis Management:

- Oversee emergency preparedness, ensuring staff and residents are trained in fire, evacuation, and medical protocols.
- Maintain updated emergency contacts and medical records.
- Act as the primary point of contact during crisis situations, documenting incidents and communicating with the Executive Director.
- Uphold confidentiality standards per HIPAA regulations.

Operations & Compliance:

- Ensure all residents receive support per their individual plans, coordinating with Individual Support, PCA, and ABA providers.
- Maintain accurate and current support plans and records for each resident.
- Oversee resident daily check-in systems to promote accountability and independence.
- Ensure compliance with organizational policies and best practices for care.
- Manage budgets for community activities and household expenses.

Communication & Collaboration:

- Serve as the primary contact for residents, families, and external service providers.
 - Collaborate with the Executive Director to identify areas for improvement and implement strategic initiatives.
 - Participate in resident meetings, staff meetings, and family consultations.
 - Document resident progress, concerns, and incident reports in a timely manner.
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Qualifications:

- At least one(1) year supervisory experience is preferred. One(1) to three (3) or more years of experience in social work, disability services, or residential community management.
 - Strong problem-solving, conflict resolution, and decision-making skills.
 - Excellent verbal and written communication, particularly when working with individuals with disabilities, families, and interdisciplinary teams.
 - Ability to balance compassionate care with structure and accountability.
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Additional Requirements:

- Availability for evening and weekend hours, as needed.
 - Ability to respond to urgent situations and serve as on-call support.
 - Physical ability to assist residents if required.
 - Proficiency in Microsoft Office (Excel, Word) and other software applications used to support residents.
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Compensation & Benefits

- Salary: \$52,000–\$60,000 annually, based on experience.
- Full-time position (includes some evenings and weekends).
- 2 weeks paid vacation and 5 paid sick days annually.
- Referrals for health insurance options through the Massachusetts Health Connector.
- Professional development and training opportunities.
- Equal Opportunity Employer.