TITLE: Resident Manager, Transitional Home for Women and Children
REPORTS TO: Director of Programming
FLSA CLASSIFICATION: Full time, Exempt

SUMMARY: The SSJ Newcomer Housing Alliance is a sponsored ministry of the Sisters of Saint Joseph that provides housing and wrap-around services for newcomer immigrants. One program within the ministry is a 13-bedroom Transitional Home for Women and Children. The Resident Manager works closely and collaborates with the Director of Programming to ensure that the Home in Philadelphia, operates efficiently, ethically, and in line with all required and recommended standards of operation. The Resident Manager will work directly with each resident to develop service plans and support them in their transition to independent housing.

The Resident Manager commits to incorporating the Mission/Vision of the Sisters of Saint Joseph in all interactions.

ESSENTIAL FUNCTIONS:

Case Management

- Complete initial orientation and assessments for new residents
- Complete a minimum of two quality visits per month with each resident
- Document case notes and progress toward residents' goals
- Conduct ongoing assessments of residents' needs to identify gaps in services; deliver case management support through referrals and linkages to appropriate community resources.
- Complete discharge process- this includes training on housing rights, budgeting, and related life skills
- Facilitate connections between new residents and permanent housing opportunities.

House Management

- Conduct monthly meetings for the residents of the Home
- Prepare apartments for new residents
- Address and resolve any in-house issues arising among staff, volunteers, and/or residents
- Facilitate life skills trainings/workshops at the home
- Organize volunteer activities
- Implement emergency procedures and responses
- Conduct room checks
- Work autonomously to ensure that the Transitional Home for Women and Children operates at optimal capacity.

Other

- Commit to the Mission/Vision of the Sisters of Saint Joseph
- Attend conferences and trainings with other servicec agencies to stay up to date on best practices
- Stay current with guidelines, regulations, and changes in relation to immigration policies
- Perform tasks to ensure the success of the Transitional Home for Women and Children and alignment with the mission of the SSJs.
- Complete other responsibilities as needed for the SSJ Newcomer Housing Alliance ministry

EXPERIENCE:

- 1+ years' hands on experience with knowledge of refugees and asylum-seekers
- Familiarity with the various programs and resources available to persons of different immigration statuses.
- First-hand experience interacting with agencies in support of refugee and asylum-seeking individuals
- In-depth experience working in the field of social work/human services.
- Proven track record of successfully managing multiple demands on a day-to-day basis
- Experience working in a communal housing setting is preferred

EDUCATION: Bachelor's Degree in social work or related area required; Master's Degree preferred.

QUALIFICATIONS:

- Bilingual: Spanish or French preferred
- Strong organizational skills
- Attention to detail
- Strong communication skills
- Cross-cultural sensitivity
- Strong problem-solving skills
- Creative thinker

Qualified, interested candidates are asked to forward current resume along with cover letter to Pat Harrington, Director of Human Resources at pharrington@ssjphila.org by Monday, July 13, 2026.

The Convent of the Sisters of Saint Joseph is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

March 2026