Position Description
Operations Manager
Transplant House of Cleveland
8-10-16

Classification: Full time salaried position (40 hours per week)
Some weekend work will be necessary
Reports to: Executive Director of Transplant House of Cleveland and will meet with
this person weekly to review and be supported in the work

Benefits: Medical coverage, Simple IRA, paid holidays and 15 PTO days

Mission of Transplant House of Cleveland: to provide temporary, affordable housing in
a home-like environment to organ transplant patients and their family members while
they are in Cleveland for medical care.

Location: University Circle, at the corner of Mayfield Rd. and Circle Dr. (2007 E. 115th
Street, Cleveland)

Overview of Position: The Operations Manager will oversee the daily operations of the
current 16-unit apartment complex that constitutes Transplant House of Cleveland,
with highest priority being the comfort and safety of guests and efficient and safe
operation of the facility.

Duties: Specific duties of the position, which may change over time are listed below

Staffing
• Ensure staffing (1 paid staff person, plus any number of volunteer staff) during
these hours:
  o Monday-Friday: 8:00-5:00
  o Sunday: 4:00-8:00 (or similar hours as determined by Operations
    Committee)
  o Monday-Friday: 5:00-8:00 p.m. as needed (during guest check-ins,
    family meals and/or House activities)
  o 40 of these hours will be covered by Operations Manager; others by part-
    time staff
• Support volunteers:
  o Ensure that volunteers are welcomed, utilized effectively, and up to date
    on House happenings
  o Work with Operations Committee to ensure that volunteers are regularly
    recognized and trained
• Recruit volunteers:
  o Enlist the involvement of individuals who are able to help with
    maintenance of the House and grounds, welcome of guests, and care of
    guests during their stay, and of groups able to provide meals and help
    with maintenance of House and grounds
• Train volunteers

Intake of Guests
• Manage the requests for accommodations
• Schedule guest arrivals
• Greet guests upon arrival, supervise their completion of paperwork, explain House rules, give House tour, provide orientation to culture, facility and neighborhood
• Receive payment for apartment rental
• Maintain records of guest arrivals and departures, rental income, family personal information, any incidents
• Serve as the decision maker in determining which guests will be accommodated (using guidelines provided by Operations Committee) and in resolving any issues that arise during guest stay (rules violations, maintenance needs, special requests, guest conflicts)

Support of Guests
• Serve as a resource and a willing listener by being present on site and offering information and advice as necessary and appropriate (guests typically need information about shopping, restaurants, transportation; guests often share aspects of their medical journey and just need to be heard)
• Enlist the support of hospital social work staff as needed and appropriate to ensure that guests’ well-being is being preserved to the extent possible
• Ensure confidentiality of guest information

Maintenance of a Welcoming Home-away-from-Home
• Ensure that every apartment is clean and equipped for incoming guests
  o Though guests clean their apartments before they leave, some touch-up is always required. This always entails disinfecting surfaces but may require scrubbing floors and bathrooms. It always requires making beds with clean sheets and placing clean linens in bathrooms and also restocking apartments with supplies.
  o Care of the apartments requires climbing as many as 24 stairs (no elevator) in stairwells that are not air-conditioned.
• Ensure that Apartment 1 (Common Suite and Office) is clean and organized at all times; this space is shared by all families and is also the space that forms guests’ first impression of Transplant House
  o This entails vacuuming the dining room, den and office, dusting, shelving supplies, cleaning the small public bathroom, cleaning the kitchen
• Track inventory of supplies and shop for supplies as needed (House credit card)
• Ensure cleanliness and safety of the building by making regular rounds outside, in the parking lot and in the basement laundry- again, requiring much walking and use of stairs.
• Request the support of landlord as needed for maintenance issues
• Set an optimistic, cheerful, welcoming, emotionally stable culture through personal demeanor and intentional efforts to encourage others similarly

Other Tasks
• Ensure that all guest data is entered in House database- dates of stay, home address and contact information, payment information
• Ensure that all guests receive a request to complete a survey after departure
• Ensure that all volunteer groups who provide meals or other support receive written thank you letters
• Serve on Operations Committee, help set its agenda, and attend all meetings
• Keep hospital social workers informed of House vacancies and any particular guest issues that warrant medical team’s attention
• Manage the sale of merchandise at the House (t-shirts, etc)
• Operations Manager will have responsibility for other projects that will be determined in collaboration with the Executive Director and be based upon Operations Manager’s past work experience, skills, and interests. Such projects might be: management of social media postings, development of speakers bureau, planning and oversight of THoC holiday craft show, service on Young Professionals Group, service on a fundraising committee, or other.

Minimum Qualifications:
• Bachelor’s Degree or higher
• Proficiency with personal computers and Microsoft Office- Word, Excel, PowerPoint
• Experience in a hospitality or service setting, working with the general public (extensive experience in such settings may substitute for education)
• Excellent interpersonal skills- in written and oral communication, showing sensitivity, honoring confidentiality, demonstrating respect for all others, treating all with equanimity, and remaining calm under stress
• High tolerance for and patience with individuals who are under stress and for working in an environment that requires being with families who may have devastating outcomes
• Ability to juggle unanticipated demands and be at peace with “gray area” decision-making along with the routine work
• Ability to lift 20 pounds (carrying supplies, deliveries, laundry baskets)
• Patience with working in sometimes inclement weather (building is divided into four sections connected only by outside walkways)
• Ability to maintain positive and professional work relationships with staff, volunteers, and guests of diverse backgrounds and personalities

Additional Qualifications that are a great asset:
• Experience working in a medical setting
• Social work experience

Interested Individuals should send cover letter and resume by email or U.S. Mail to:
Elaine Turley, Executive Director
Transplant House of Cleveland
2007 E. 115th St., #1
Cleveland, OH 44106
elaineturley60@gmail.com