



St. Gianna's Place, Inc.

A Safe Harbor For Mother and Child

St. Gianna's Place Resident Services Manager Job Description

Updated February 23, 2026

Position Summary

At St. Gianna's Place, we center everything we do on the inherent dignity of each person as a child of God. Rooted in Catholic tradition our unique approach prioritizes rest and recovery as the foundation for rebuilding lives. This healing journey embraces not only the women we serve, but also their babies, children, and family members. The Resident Services Manager walks alongside each resident with compassion, in close partnership with the House Manager, ensuring comprehensive support in a Christ-centered environment. Beyond the home, this role helps extend our mission to the wider community through outreach and ministry, witnessing to the sacred worth of every person.

Position Roles

Resident Support & Programming

- Ensure the safety and stability of residents, staff, and volunteers.
- Conduct resident intakes, develop personalized goal plans, and provide ongoing support including needs assessments and referrals.
- Plan and facilitate life skills training and programming.
- Assist residents in accessing and maintaining benefits, resources, and community services.
- Monitor residents' mental, emotional, and physical well-being; create support plans as needed.
- Maintain current, confidential, and comprehensive resident files using case management software.
- Remain on call every other weekend and arrange backup coverage when overnight or weekend staff are unavailable.

Collaboration & Communication

- Partner closely with the House Manager to support residents in daily living.
- Develop collaborative, grace-filled strategies to address challenges and promote growth.
- Establish a streamlined communication system that keeps all staff informed about resident updates, needs, and important developments.
- Attend house meetings and weekly staff meetings.
- Serve as a liaison with other social service organizations.
- Participate in biannual Board/Staff retreats (typically Saturday mornings).

Supervision & Staff Training

- Train overnight and support staff in trauma-informed and Christ centered care.
- Share tools and strategies to help staff serve with confidence, empathy, and consistency.
- Provide support to staff during resident crises or challenging situations, including conflict resolution, emotional de-escalation, and coordination of emergency resources when necessary. Model patience, prayerfulness and professionalism in all interactions.

Qualifications

- Degree or training in social work, psychology, family services, or a related field focused on trauma-informed services.
- Experience working with trauma, toxic stress, and vulnerable populations.
- Strong boundaries, prioritization skills, and follow-through.
- Practicing Catholic woman aligned with the pro-life mission of St. Gianna's Place; demonstrates compassion and flexibility.
- Familiarity with community resources (or willingness to learn).
- Self-starter able to carry out responsibilities with minimal supervision.
- Able to stay focused and organized, ensuring timely completion of tasks despite frequent demands.

Position Scope

Reports to: Executive Director

Supports: House Manager, Overnight Staff

Supported by: Executive Director, House Manager

Compensation and Contact Information

Compensation: \$60,000 – \$80,000 annually, commensurate with experience.

How to Apply: Please send your resume and cover letter to Celeste Horan at choran@stgiannasplace.org.

Applications will be reviewed on a rolling basis until the position is filled.