



Job Title: Pu'uhonua o Nene - Site Manager

Reports to: Senior Director, Director

Education: High school diploma or equivalent required; degree in social work or related field preferred

Salary: \$70,000/annual based upon candidate experience and qualifications

Position: Full-Time, Temporary (6 months or more contracted) This is an independent contractor position.

Schedule: Weekdays, Evenings, Overnight, Weekends, Holidays

Location: State of Hawaii, Maui-Based 24/7

About HomeAid Hawaii:

We are a growing nonprofit developer and operator focused exclusively on building housing solutions for the homeless, and people experiencing housing instability. Our value engineering through deeply discounted supplies and materials, and pro bono labor makes us a leader in developing deeply affordable housing solutions for the lowest AMI levels.

Currently, we are the lead developer for the State of Hawaii's Kauhale Initiative and Maui Wildfire Housing response. Our approach to development is rooted in balancing construction with community relations through outreach and community engagement. Our approach to operations is to bring balance between both traditional property management coupled with health and human services.

Our mission is to help people experiencing homelessness, or those who are at risk, build new lives through construction, community engagement, and education.

Our vision is that every resident has a safe and dignified home to grow and thrive in Hawaii.

HomeAid Hawaii is approaching the 10th anniversary of our launch as the 19th local affiliate of HomeAid America. While we are an established non-profit organization, we are still small and run very much like a start-up organization. We collaborate, innovate, and embrace rapid growth. We like to say we are "building the plane as we fly it."

Job Description:

HomeAid Hawaii's Kauhale Management Services program is seeking a site manager to focus on land asset and property management functions of operating the State of Hawaii's field shelter in Kahului, Maui. The site is currently set for decommissioning no later than December 2026. HomeAid



Hawaii will ensure residents are safe, stable, and working toward achieving improved health and well-being through an array of services provided by partner organizations who oversee and provide specialized services to residents.

We are seeking a compassionate and dedicated individual to join and oversee our operations team. The team is responsible for the daily 24/7 operations and maintenance of the site and surrounding community areas, ensuring a safe, clean, and supportive environment for all employees, contractors, service partners, and residents. This role involves direct interaction with residents and collaboration with other staff members to provide comprehensive support. Prior experience working with disadvantaged populations is strongly preferred.



Duties & Responsibilities:

- Maintaining client records and ensuring confidentiality
- Ensuring the safety and cleanliness of the shelter facility, including common areas, tents, communal facilities, and surrounding community areas within a specific radius of the site.
- Preparing meals or coordinating food services
- Working with volunteers to coordinate activities, events, and other supportive programs by providing schedules, space, information to residents, materials/supplies, etc. to ensure successful engagements.
- Collaborating with local community resources and social service agencies to provide space, information, and resources to ensure proper and safe connections are made with residents of the site.
- Maintaining a respectful, empathetic, and non-judgmental approach towards all clients through leadership by example and demonstrating HomeAid Hawaii's values in our site management work.
- Assist in the daily operations of the site and surrounding community areas, including cleaning, and maintaining supplies
- Provide crisis interventions as needed, and connecting residents to emotional support resources to ensure proper care is delivered by professional services.
- Ensure the safety and security of all residents by maintaining standard operating procedures, training, information updates, etc.
- Address any conflicts or disturbances within the shelter and surrounding community areas.
- Lead, convene, and participate in staff meetings and professional development opportunities
- Identify and solve any maintenance issues. Coordinate with maintenance staff or external contractors to ensure timely responses, assessments, budget, and repairs.
- Ensure that all residents and staff adhere to shelter rules and regulations, addressing any violations in a fair and consistent manner.
- Maintain accurate records of any policy violations, incidents, or concerns, and report them to the Manager as needed.



- Monitor and manage inventory of essential supplies, such as food, hygiene products, and cleaning materials, ensuring they are adequately stocked.
- Regularly monitor security cameras and conduct periodic checks of the premises to ensure the safety of residents and staff.
- Respond promptly to any security incidents or emergencies, following established protocols to ensure the safety and well-being of all individuals in the shelter.
- Secure all entrances and exits, ensure all residents are accounted for, and perform a check of the facility to confirm everything is in order.
- Approve and process invoices for property-related expenses
- Monitor and control expenditures to ensure they align with the budget

Qualifications:

- Prior experience in operations management
- Strong interpersonal and communication skills
- Ability to handle stressful situations with sensitivity and professionalism
- Basic knowledge of social services and resources
- High school diploma or equivalent required; degree in social work or related field preferred
- Carries an active State of Hawaii driver's license with clean driving abstract.
- Strong organizational and management skills with attention to detail.
- Ability to work both independently and collaboratively in a team environment.
- Commitment to HomeAid Hawaii's mission and values, and a passion for addressing homelessness and housing insecurity.
- Provides creative problem solving to be issued in the field that fast tracks development and operations to achieve deep affordability for Hawaii's most vulnerable people.



Physical Requirements:

- Ability to sit at a desk and use a computer for extended periods.
- Ability to work in the field, including standing, walking, bending, reaching, and lifting of items up to 25 lbs.
- Ability to operate general office equipment such as computers, printers, photocopiers, scanners, phone systems, postage meters, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paperwork.
- Visual acuity to read printed and electronic documents and computer screens.
- Ability to communicate verbally and in writing.
- Hearing and speaking abilities for in-person, phone, and video conversations.