

Good News Rescue Mission Job Description



Position Title: Guest Services Assistant
Ministry Department: Guest Services
Reports To: Guest Services Manager
FSLA Status: Hourly, Non-Exempt
Status: Part Time; \$17.00-18.50 per hour

Description: This position reports to the Guest Services Assistant Manager and serves the male Guest population with general shelter assistance.

Responsibilities:

- Ensure that all services are delivered with a Christ like attitude, maintaining the dignity of all Guests.
- Supervise evening chapel services when conducted at the Men's Shelter.
- Greet evening chapel speakers (for the Men's Shelter) and assist where needed.
- Oversee the nightly shelter process of intake, showers, and bedding preparation.
- Assign beds to guests and ensure all needs are addressed prior to lights out.
- Maintain guest discipline, ensuring that all shelter Guests are aware of and are compliant with Mission Policies and Procedures.
- Maintain Guest safety.
- Provide referrals to resource center as needed.
- Attend monthly staff/program communion services, monthly all-staff meetings, and weekly Guest services staff and volunteer meetings.
- Perform other duties as assigned.

Minimum Job Requirements:

- Must have a committed personal relationship with Jesus Christ and belong to a Christian body of believers.
- Demonstrates appropriate behaviors and character traits of a Christian.
- A demonstrated passion for ministry, advocacy and issues surrounding homelessness and poverty.
- Agrees with and can sign the Good News Rescue Missions Statement of Faith and be able to share that faith and knowledge with staff and clients.
- AA Degree relating to Ministry, and/or 2 years of experience working in a ministry serving the poor and/or homeless, preferably for a non-profit human service organization preferred.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Team player focused on the overall success of the organization.

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- Excellent organizational and coordinating skills.
- Knowledge of best practices for Emergency Shelters.
- Ability to foster a cooperative work environment.
- Ability to supervise and train/volunteers.
- Knowledge of Microsoft Office Suite, i.e. Excel, Access, Word, Power Point, etc..
- Ability to maintain relationships with outside agencies and church organizations.

Work Environment:

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. The environment is pleasant overall, though employees may occasionally have exposure to cold temperatures. The noise level is usually moderate.

Employees may encounter irate or irrational clients, who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or who may be mentally or physically disabled.

Employees may also be regularly exposed to some risk of communicable diseases from Guests at the facility, including potential exposure to tuberculosis (TB) and other respiratory illnesses.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk, talk, and hear. The employee is also regularly required to sit and occasionally required to stand. Good manual dexterity is required for tasks involving the use of hands to operate a computer keyboard, handle objects, and perform detailed work. The employee is also required to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds, including going up flights of stairs.

Specific vision abilities required for this job include distance vision, color vision, depth perception, and peripheral vision. The employee is also required to have close visual acuity for tasks such as viewing a computer terminal.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Pre-Employment Screening

- Drug test
- Clean DMV record
- Must be insurable through GNRM's auto insurance provider.