

**Position Title:** Outreach Coordinator  
**Ministry Department:** Guest Services  
**Reports To:** Guest Services Manager  
**FSLA Status:** Hourly  
**Status:** Full Time or Part Time

**Description:** This position reports to the Guest Services Manager, and oversees Guest Services outreach. This includes: engaging, building relationships and conducting field interviews with individuals who may be unaware or resistant to services at the Mission. Referring guests to various programs of the Good News Rescue Mission, i.e. Work Search, Money Savings, Pass Through Mental Health, and the New Life Recovery Program. Educating and building rapport with local businesses. Working with local law enforcement. Coordinating and overseeing volunteers. Ensures all potential guests of the Mission are treated with dignity and respect.

**Responsibilities:**

1. Primary goal is building rapport and relationships while encouraging those camping or living on the streets to engage and utilize the services or programs at the Mission.
2. Conduct field interviews using the Mission's virtual case management system.
3. Case Manage offsite clients as needed.
4. Refer guests to appropriate programs.
5. Maintains daily upkeep of designated outreach van.
6. Maintains open communication with Guest Service staff while referring or directing clients for services at GNRM.
7. Maintain daily use and knowledge of GNRM database system.
8. Meets with Guest Services manager on a weekly basis.
9. Maintain working relationships with appropriate outside agencies, businesses, and law enforcement.
10. Provide referrals to resources in the community as needed.
11. Attend Mission or outside agency meetings as required or needed.
12. Attend weekly guest services staff and monthly all staff meetings.
13. Ensure services are delivered with a Christ like attitude, maintaining the dignity of all Guests.
14. Offers services to outside clients in accordance with observing and following Guest Services policies and procedures.

**MINIMUM JOB REQUIREMENTS:**

- Must have a committed personal relationship with Jesus Christ and belong to a Christian body of believers.
- A demonstrated passion for ministry, advocacy and issues surrounding homelessness and poverty.
- Agrees with and can sign the Good News Rescue Missions statement of Christian faith and be able to share that faith and knowledge with staff and clients.
- Demonstrates appropriate behaviors and character traits of a Christian.
- Experience in outreach or case management, preferably for a non-profit human service organization.

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- 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.
- Excellent organizational and coordinating skills.
- Knowledge of best practices for Emergency Shelters and outreach.
- Ability to foster a cooperative work environment.
- Ability to supervise and train employees/volunteer, to include organizing, prioritizing, and scheduling work assignments.
- Knowledge of Microsoft Office Suite, i.e. Excel, Access, Word, Power Point, etc.
- Ability to build and maintain a direct relationship with outside contract agencies.

### **WORKING CONDITIONS AND PHYSICAL EFFORT:**

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Predominately outdoor working environment; may be exposed to hot, cold and or rainy weather. Employee may come into contact with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or be mentally or physically disabled. Employee may be regularly exposed to some risk of communicable disease from guests of the facility or target population, exposure to TB and other respiratory diseases.

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

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those which 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, hear and drive. The employee is occasionally required to stand and regularly required to sit, manual dexterity necessary in using hands to finger, handle, feel, type on computer keyboard. The employee is required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds up stairs. Specific vision abilities required by this job include distance vision, color vision, depth perception and peripheral vision. The employee is required to have close visual acuity to perform an activity such as viewing a computer terminal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **PRE-EMPLOYMENT SCREENING**

- Drug and nicotine test
- Clean DMV
- Must be insurable through GNRM's auto insurance provider