

**JOB TITLE: Connections Coordinator**  
**REPORTS TO: Shelter and Resource Center Managers**  
**DEPARTMENT: Programs**

**STATUS: On Call NE-506**  
**SCHEDULE: Various**  
**UPDATED: Nov.13, 2017**

*Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

### **SUMMARY OF POSITION:**

Ensures a safe environment and smooth operation of the Springs Rescue Mission Shelter and Resource Center programs. Provides hospitality with compassion while being firm and fair in enforcing the guidelines for operations that ensure a safe and secure atmosphere for all. Organizes program activities with staff, volunteers and patrons.

### **DUTIES AND RESPONSIBILITIES:**

#### **General Duties:**

- Ensures facility is set up and fully functional
- Provides support, encouragement and accountability to guests
- Collaborates with Manager/Supervisor to communicate and enforce program rules and procedures
- Responds appropriately to emergency situations such as guest incidents, fire, water damage, or accidents
- Makes every attempt to respond to and diffuse situations before escalation; handle disputes and altercations appropriately
- Documents incidents in an accurate and timely manner
- Maintains order, oversees daily schedule to maintain cleanliness and safety of respective facility
- Assigns and delegates appropriate tasks to volunteers
- Submits daily program reports to supervisor documenting activities and program statistics
- Other duties as assigned
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages volunteers as a resource

#### **Shelter Duties and Responsibilities:**

- Monitors and ensures guests are accounted for in accordance with shelter schedule and bed assignments
- Oversees shelter activities including:
  - Registers and check-in guests nightly
  - Assigns beds
  - Ensures Healthy Engagement tasks (am & pm chores) are completed by guests as assigned
  - Assists volunteers in hosting evening activities
  - Ensures all pets are secured in kennels
  - Awakens guests so they are able to vacate the building on time each morning

#### **Resource Center Duties and Responsibilities:**

- Maintains schedule and sign-ups for all program activities

- Effectively interacts with diverse population to include guests, volunteers, interns and partner agency representatives.
- Facilitates guest connections with partner agencies

### **EDUCATION/EXPERIENCE:**

Minimum high school diploma or GED, Associates Degree preferred  
 Previous experience working within a Christian service environment desired  
 2 years related experience with increasing responsibilities

### **SKILLS & QUALIFICATIONS:**

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence to greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Able to handle crisis and unexpected situations with calm and clear thinking, demonstrating good analysis and judgment to bring resolution.
- Trustworthy, reliable, insightful and perceptive.
- Able to maintain confidentiality
- Knowledge of addiction and recovery preferred
- Able and willing to honor and uphold the leadership and mission of SRM
- Thorough, systematic and organized with regard to security and protocol
- Street knowledge and understanding of anger management highly desired
- Computer literate, able to use basic office equipment
- CPR/First Aid preferred
- Able to read, write and perform basic mathematical computations
- One year of sobriety if in recovery
- Flexibility in working hours and willingness to work holidays as they coincide with regular program shifts

### **WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

Climbing stairs – occasionally

Lifting –occasionally, up to 40 lbs

Bending – occasionally

**EQUIPMENT/TOOLS USED:**

- Phone
- Computer
- Fax
- Copier
- Laundry