

JOB TITLE: Shelter Coordinator
REPORTS TO: Shelter Manager
DEPARTMENT: Programs

STATUS: Various NE-506
SCHEDULE: Various
UPDATED: September 1, 2016

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:

Ensure a safe environment and smooth operation of the Springs Rescue Mission Shelter. Interact with overnight guests in the shelter environment. Provide hospitality with compassion while being firm in enforcing the guidelines for operations that are safe and secure for all. Coordinators are also responsible for organizing evening activities with regular volunteers.

DUTIES & RESPONSIBILITIES:

- Collaborate with Manager and Supervisor to communicate and enforce shelter rules and procedures that encourage overall safety and security.
- Monitor and ensure guests are accounted for in accordance with shelter schedule and bed assignments.
- Provide support, encouragement and accountability to guests.
- Oversee shelter activities including:
 - Register and check-in guests nightly
 - Conduct bag checks
 - Assign beds
 - Maintain evening schedule
 - Ensure Healthy Engagement tasks (am & pm chores) are completed by guests as assigned
 - Assist volunteers in hosting evening activities
 - Ensure all pets are secured in kennels and inform guests of shelter pet policy
 - During guest sleeping hours, write instructions for next shift, write referrals to the Resource Center staff and Shelter Management
 - Ensure strict adherence to all safety policies and procedures
 - Awaken guests so they are able to vacate the building on time each morning
- Respond appropriately to emergency situations such as guest misbehavior, fire, water damage, or accidents.
- Contact Supervisor or Manager in the event of incidents involving dismissal of guest and altercations that are not resolved by verbal intervention.
- Document all incidents and write-ups in an accurate and timely manner and submit reports promptly to the designated supervisor.
- Submit daily program report to supervisor documenting activities, incident reports and summarizing issues and needs related to the shelter.
- Understand and operate all security systems including alarms, fire panel and smoke detectors.
- Make every attempt to respond to and diffuse situations before escalation; handle disputes and altercations appropriately.
- Maintain order, oversee daily schedule to maintain cleanliness and safety of shelter.
- Assist Supervisor with fire drills and emergency evacuation procedures as instructed.

- 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.
- Provide prayer support as needed or requested.

EDUCATION/EXPERIENCE:

- Minimum high school diploma or GED, Associates Degree preferred
- Previous experience working within a Christian recovery environment desired

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 of 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
- Desire to serve the Lord in ministry to the lost, hungry, cold and frightened. Be able and willing to exercise compassion and discernment while modeling the pursuit of Christ likeness.
- Ability 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
- Two years of sobriety if in recovery
- Flexibility in working hours, including on-call availability and willingness to work holidays as they coincide with regular 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

I accept this position and understand that employment is At Will:

Employee Printed Name

Employee Signature

Date