



JOB DESCRIPTION

Guest Relations

Reports to: Manager of House Operations

Status: FT/Non-Exempt

Department: Men's Ministry

Date: March 2020

Out of gratitude for the grace extended to us by Christ, our mission is to love, honor and serve our struggling neighbors at their point of need and holistically equip them to flourish in community.

SUMMARY OF POSITION:

Provide support to the LifePath Christian Ministry (LCM) Men's Ministry Shelter in a way that reflects the vision, values and purposes of LCM.

Transforming Lives, Transforming Communities

DUTIES AND RESPONSIBILITIES:

- ❖ Uphold, promote, and encourage, in word and deed, desired organizational culture and values; purpose fully seek to establish and maintain a culture that affirms and advances a 'Bible-above' approach through: 1) **Recovery** - Leaving destructive lifestyles behind; 2) **Renewal** - Turning to Jesus for a brand-new life; 3) **Restoration** - Becoming whole again; 4) **Re-Engagement** - Flourishing in the community.
- ❖ Model servant leadership
- ❖ Perform administrative tasks, maintain accurate records and manage relevant data timely and accurately
- ❖ Conduct relevant assessments of Shelter guests
- ❖ Establish effective relationships of trust with residents
- ❖ Understand, articulate, and model a perspective that balances the Biblical concepts of grace and justice
- ❖ Oversee shelter security, nighttime access and client check-ins
- ❖ Administer testing as needed to address substance abuse issues
- ❖ Tour the facility frequently to ensure security, safety, and cleanliness
- ❖ Facilitate Emergency Intakes (if brought in by law enforcement) with accuracy
- ❖ Supervise the administration of over-the-counter medication
- ❖ Report any facility or maintenance issues promptly
- ❖ Clean and maintain front lobby area of the facility
- ❖ Attend team meetings as required
- ❖ Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- ❖ Able and willing to model Christ-likeness in conduct and conversation
- ❖ Strong written and verbal communication skills

- ❖ Good organizational skills
- ❖ Ability to prioritize duties with limited supervision
- ❖ Able to set healthy boundaries with guests
- ❖ Able to maintain and promote a teamwork relationship with team members
- ❖ Able to work with minimal on site supervision
- ❖ Able to manage a crisis effectively
- ❖ Able to conduct conflict resolution and peacemaking between guests
- ❖ Good discernment with regard to people and situations; exercise patience, wisdom, and accountability within an environment of grace
- ❖ Must be trustworthy, conscientious, and accountable
- ❖ Willingness to be flexible with work schedule
- ❖ Computer literate, proficient in Microsoft Office software, internet and email

WORKING CONDITIONS/PHYSICAL FACTORS:

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

Work will predominately require individual to work in a typical office and shelter environment

Position requires walking throughout program buildings - *continuously*

Requires climbing stairs - *frequently*

Requires extended periods of sitting – *occasionally*

Lifting up to 35lbs on an *occasional* basis

Bending, walking, reaching, speaking, listening – ongoing, rotational basis

EDUCATION/EXPERIENCE:

- ❖ Relevant experience in social service and ministry with a broad awareness of homelessness, addiction, mental health, etc.
- ❖ Relevant experience handling moments of crisis and difficult situations with maturity and grace.
- ❖ Previous Rescue Mission experience desired

Requirement:

The York Rescue Mission dba **LifePath Christian Ministries** is a privately funded 501 (c)3 non-profit, Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to share the Gospel in order to see lives redeemed, renewed, and restored and to celebrate the stories of lives being transformed through relationship with Jesus Christ. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of LifePath Christian Ministries;
- Subscribe to the LifePath Christian Ministries' Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the policies of the LifePath Christian Ministries' Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein and I affirm that I can fulfill the requirements of this role. I understand that this job description is not all-inclusive and that employment is always "at will".

Signature

Printed Name

Date