



GUEST ADVOCATE

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.

Reports to: Women's Shelter Director

Date: February 2020

Department: Women & Children's Ministry

Status: FT/Non-Exempt

Transforming Lives, Transforming Communities

SUMMARY OF POSITION:

Provide case management, counseling and support to the LifePath Christian Ministries (LPCM) Women's & Children's Ministry in a way that reflects the vision, values, and purposes of LPCM. Stay current and informed as to the needs of the poor, homeless, mentally ill, needy, and addicted and facilitate the appropriate case management, counseling and services to meet the needs. Establish and/or sustain quality, comprehensive guest advocacy, promoting a culture and environment of integrity, trust, grace, truth, and accountability.

DUTIES AND RESPONSIBILITIES:

- ❖ Uphold, promote, and encourage, in word and deed, desired organizational culture and values; purposefully 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
- ❖ Maintain complete and accurate notes in HMIS/Mission Tracker systems prior to the end of each shift. Close out files regularly.
- ❖ Documents pertinent actions, conversations, and events on each guest's record that facilitates progress toward goal attainment
- ❖ Conduct relevant assessments of guests
- ❖ Interface with the community as appropriate, receiving referrals, on-boarding new guests, and facilitating exiting guests
- ❖ Coordinate the integration of social services through advocacy with external service organizations
- ❖ Promote effective and efficient utilization of local housing, legal, mental health and other agencies to assist the guest to remove barriers to stabilization
- ❖ Mobilize resources and connects with guest, as needed, to achieve outlined goals
- ❖ Determine individual training needs and connect guests to appropriate training for employment and life skills
- ❖ Identify suitable job training programs and promote guests, especially regarding resumes and online applications
- ❖ Participate in relevant guest Accountability Team Meetings
- ❖ Disciple, counsel, and provide Biblical accountability with guests
- ❖ Collaborate with all aspects of the Residential program and the broader LPCM organization

- ❖ Work in harmony with all team members and especially the Women's & Children's Ministry team
- ❖ Participate in the development and implementation of guest care policies and protocols to provide clear expectations of both team member and guests
- ❖ Participate in general operations of the Women & Children's Ministry as a vital member of the team and attends organizational functions as requested by supervisor
- ❖ Develop a ministry plan with residential guests through a thorough and holistic personal assessment
- ❖ Oversee task assignments and the life path of a designate cadre of residents
- ❖ Represent LPCM to churches, organizations, community meetings, and the general public as necessary. Establish and maintain collaborative partnerships within the community.
- ❖ Conduct Bible studies, counseling, and related meetings as needed
- ❖ Establish effective relationships of trust with guests
- ❖ Maintains healthy boundaries with guests and team members while serving high need individuals in crisis and poverty
- ❖ Actively participate in relevant, cross-departmental meetings, team meetings and training sessions
- ❖ Provide "success" stories and other positive guest progress information to the Engagement Team
- ❖ Utilize available technology in the performance of duties
- ❖ Understand, articulate, and model a perspective that balances the Biblical concepts of grace and justice
- ❖ Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- ❖ Mature Christian, committed to and passionate about sharing the life-changing gospel and building disciples of Jesus Christ with the broken, needy, homeless, addicted, and mentally ill
- ❖ Ability and interest in providing biblical counsel and guidance to guests
- ❖ Able to coach, equip, and develop individuals
- ❖ Must be trustworthy, conscientious, and accountable
- ❖ Level-headed, purposeful in reactions, proactive problem solver. Gathers all information before making decisions and makes decisions accordingly that are sound and in alignment with LPCM mission and values.
- ❖ Stewardship mindset with regard to time, talents, treasure, and resources
- ❖ Excellent interpersonal skills, adept at building relationships with individuals and groups of people with a very wide diversity of demographic and cultural characteristics
- ❖ Good discernment with regard to people and situations; exercise patience, wisdom, and accountability within an environment of grace
- ❖ Strong written and verbal communication skills
- ❖ Knowledge of drug and alcohol, mental illness, homeless, and poverty issues
- ❖ 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 - *occasionally*

Requires *occasional* travel

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.
- ❖ Bible training preferred, demonstrated spiritual maturity required
- ❖ 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 York Mission dba 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