

Topeka Rescue Mission Ministry Position Description

Position Title: Assistant Director of Hope Center
Location: Hope Center
Reports to: Director of Hope Center
Date: August 2024

SUMMARY OF RESPONSIBILITIES:

This ministry position is responsible to maintain a Godly atmosphere at Topeka Rescue Mission by demonstrating a Christlike attitude towards all and by supplying spiritual leadership and guidance to staff members, volunteers, TRM guests, and community members encountered in his or her area of service.

This ministry position assists in directing the day to day activities of the Hope Center, working with guests in a compassionate manner and communicating openly and clearly to keep the Hope Center Director apprised of all relevant matters. Position serves under the direction of the Hope Center Director and assists with the supervision and training of HC staff, under the direction of the Director of Services to Women and Families. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Assist in supervising daily activities of Hope Center
 - Enforce HC guidelines as necessary
 - Listen to concerns of HC guests, evaluate each situation, and refer as appropriate
 - Approve or deny special requests from guests, upon referral from HC desk staff
- Assist in training, instructing and guiding HC staff and volunteers
- Responsible for the ordering of supplies from the Distribution Center
- Responsible for ordering and maintaining a record of sack lunches ordered and distributed
- Maintain and record the bag and tag system, including daily follow-up and recording into computer
- Participate in service restoration meetings to decide whether individuals who have been restricted from services due to a violation of TRM safety protocols and rules are eligible to have services restored to them.
- Administration of Urine Analysis drug screenings as necessary, and record results
- Administer Breath Analysis sobriety tests
- Know and understand all duties of desk staff, and help fill in when there is a need or the staffing schedule is not being met
- Help facilitate Hope Center Operator Staff Meetings
- Participate in management level staff meetings as scheduled
- In the absence of the HC Director, coordinate evacuation procedures during an emergency or drill.
 - Assign other staff members to evacuate specific areas
 - Be sure HC is evacuated before leaving the building
 - Notify front desk when building is clear, then meet guests in assigned area
- Share on-call duties with the Hope Center Director
- Work with community agencies or representatives to provide services for TRM guests, with the purpose of helping guests to be a guest at TRM or their goals to become self-sufficient and get own housing
- Participate in, provide ideas and leadership to promote team building

- Assist and supply leadership in the training of staff, program staff and volunteers in all areas of the operation of the HC
- Daily meet with HC Director to communicate any information needed to build and continue a team concept
- Participate in, supply leadership and ideas and leadership in promoting and changing the culture of TRM and the HC to one of being Christlike and showing grace, love, and mercy in all aspects of our operations and ministry
- Other duties as assigned

EDUCATION AND EXPERIENCE:

- Associate degree in Human Services, Psychology, Social Work, Ministry, or related field preferred. High School diploma or successful completion of GED plus 3 year's related work experience required
- 3 years' experience and abilities in preventing, defusing, or resolving conflict between individuals or crisis situation with grace and accountability preferred
- 1 year of verifiable experience in the ability to effectively work in a high stress, busy and sometime challenging work environment to include working with disadvantaged and sometimes difficult individuals needed
- 2 years' experience in supervising, scheduling, and training a staff of 6-20 individuals preferred

SKILLS, KNOWLEDGE AND ABILITIES:

- Basic computer and typing skills need in data entry for input of guest records, writhing Incident Reports, filling out forms and paperwork, etc.
- Must be organized and skilled in preparing, organizing, and management of lots of paperwork and information about many diverse individual's
- Ability to maintain strict confidentiality of written, electronic, and verbal communications and information
- Ability to lead staff helping to build spiritual maturity, integrity, excellent work habits, while showing and teaching staff to show love grace and mercy with those they interact with
- Ability to work as member of a team, inspiring trust and speaking truth
- Excellent listening and communication skills, to include verbal, written and electronic communication skills
- A heart of compassion, caring, love and ministry must be a part of this individuals' life and in dealing with others

LICENSES AND CERTIFICATIONS:

- Must have a valid driver's license and have ability to meet requirement to be added to TRM's vehicle insurance policies

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Ability to lift and carry 30 pounds regularly with no restrictions or limits
- Ability to be very mobile with much walking, sometimes briskly or running during a crisis or emergency, as well as work from a desk much of the time