

Topeka Rescue Mission Ministry Position Description

Position Title: Shelter Operator - Hope Center
Location: Hope Center
Reports to: Director of Hope Center Operations
Date: September 2025

Guiding Scripture

'Then the King will say to those on his right, 'Come, you who are blessed by my Father, inherit the kingdom prepared for you from the foundation of the world. For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me, I was naked and you clothed me, I was sick and you visited me, I was in prison and you came to me.' '

Matthew 25:34-36

Summary of Responsibilities

Work with Hope Center guests compassionately and cultivate a safe environment to support their physical, emotional, and spiritual growth. Oversee and monitor activities in the dayrooms, playground, and throughout Hope Center, de-escalating inappropriate behavior. Maintain accurate paperwork and share the hope and freedom found in Jesus Christ with guests, neighbors, and visitors.

Specific Duties and Responsibilities

- **Monitor Activities:** Oversee all activities visually and via security camera system; intervene as necessary.
- **Guest Interaction:** Familiarize with guests by face and name; manage entrance through gates or doors.
- **Communication:** Answer calls, take messages, transfer calls, and operate two-way radios. Announce any building specific updates, and upcoming events verbally or via the intercom system.
- **Security:** Perform security rounds, room checks, administer Breath Analysis tests and administer Urine Analysis tests.
- **Documentation:** Use computer systems to write incident reports, emails and check registration eligibility for guests; maintain all necessary paperwork.
- **Guest Assistance:** Handle check-ins, issue room keys, linens, and assist with guest needs.

- **Emergency Procedures and Management:** Be familiar with and execute fire and emergency procedures. Communicate with supervisors and emergency services while overseeing the safety of guests in emergencies.
- **Housekeeping:** Properly handle and store items left by guests; clean beds and family rooms.
- **Enforce Guidelines:** Teach and enforce TRM guest policies, guest expectation guidelines and assist guests in adhering to the schedule of the Hope Center.
- **Conduct:** TRM employees are the face of the organization. All staff are responsible for representing the mission and values of Topeka Rescue Mission in our conduct with guests and community members.
- **Team Collaboration:** Attend staff meetings and work collaboratively as a team member within the TRM family. Support the well-being and spiritual growth of teammates.
- **Other Duties:** Perform other assigned duties as needed.

Education and Experience

- **Required:** High School diploma or GED.
- **Preferred:** Experience in customer interaction, de-escalation, and security work with a heart for ministry.

Skills, Knowledge, and Abilities

- **Technical Skills:** Proficient or teachable in computer use, data entry, and typing.
- **Communication:** Clear handwriting and effective verbal, written, and electronic communication skills.
- **Teamwork:** Ability to work as part of a team, maintain confidentiality, and handle high-stress environments.
- **Compassion:** A heart for compassion, caring, and for sharing the good news of Jesus.

Licenses and Certifications

- **Preferred:** Valid driver's license and ability to meet vehicle insurance requirements.
- **Preferred:** Certification or training in de-escalation, CIT, or other mental health training.

Working Conditions and Physical Requirements

- **Physical Ability:** Lift and carry at least 50 pounds; be mobile with frequent walking or running during emergencies.
- **Work Environment:** Combination of desk work and active monitoring.