



Topeka Rescue Mission Ministry Position Description

Position Title: Assistant Director of Men's Shelter Services
Location: Main Shelter, 600 N Kansas Ave
Reports to: Director of Men's Shelter Services
On Duty: 1:00P.M. - 9:00P.M. Monday through Friday
(These times may vary and need to be flexible)
On Call: As assigned
Date: May 2023

SUMMARY OF RESPONSIBILITIES:

This ministry position focuses on supporting the Director of Men's Services with the day-to-day supervision and operation of the Men's Shelter, making decisions relating to guests based on following TRM policies and procedures and good judgement, and providing security assistance within the Men's Shelter and Hope Center areas as necessary. This position is authorized to make decisions about guests ability to stay at TRM in consultation with the Director of Men's Services or Deputy Director of Shelter Services. As part of a Christian ministry, all staff of TRM work together to meet the spiritual, moral, and physical needs of our guests and community members. 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 the Director of Men's Services with the supervision of all Men's shelter guests, shelter staff, and any volunteers assigned to the front desk, including supervision of the following areas related to the Men's shelter (front desk, property room, bag and tag area, donations, safety, and security, etc.).
- Provide assistance and input to the Guest Management Team related to forming and following guest program plans.
- Assist or facilitate Service Restoration meetings with individuals who have been restricted from services due to previous behavior or incidents.
- Communicate with other community agencies and organizations to determine eligibility for potential guests and to create and carry out individual program goals.
- Attend and take part in Homeless Services staff meetings including - shelter management, team building, education, training, and others as scheduled.
- Participate in, provide ideas and leadership to promote team building as well as attend and participate in weekly Front Desk staff meetings.
- Assist and provide leadership in the training of staff, program staff and volunteers in the areas of Front Desk, property room, bag and tag, donations and other areas as specified by Director of Men's Services.
- Provide leadership for supervision and security during meals in dining hall, chapel services, evening classes or special activities or meetings at TRM.
- Provide leadership and assist with supervision and security needs in the main shelter, and in the Hope Center as requested by Hope Center staff. Security needs would include but not limited to; handling security crisis, ambulance or fire emergencies, monitoring security monitors, base radio and phone coverage, security rounds, guest - staff disputes and/or physical altercations.
- Initiate and/or assist with breathalyzer & urine drug testing for TRM guests when necessary.
- Perform weekly dorm inspections and communicate outcomes back to Director of Men's Services.
- Daily meet with Director of Men's Services to communicate with and pass along any information needed to build and continue a team concept, to promote the spiritual health of the men's shelter staff and guests, to plan for staff meetings, communicate in depth and pray together.

- Any other tasks or 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 situations with grace and accountability preferred
- 1 year of verifiable experience in the ability to effectively work in a high stress, busy and sometimes challenging work environment to include working with disadvantaged and sometimes difficult individuals required
- 2 years' experience in supervising, scheduling, and training a staff of 6-20 individuals preferred

SKILLS, KNOWLEDGE AND ABILITIES:

- Basic computer and typing skills needed in Microsoft Office for input of guest records, writing 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 a 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 50 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