

The Rescue Mission in Tacoma is: A Christian faith-based nonprofit organization; Drug/Alcohol free workplace; EOE. Pay DOE. For more information about our organization please visit our web site at [www.trm.org](http://www.trm.org).

We are currently seeking a Part-Time Shift Coordinator. Please send your application, cover letter, resume and questions to Katie. See employment page on our website for email and application.

## **Rescue Mission Purpose, Vision and Value Statement**

The Rescue Mission is a Christian non-profit organization that has been offering God's help, hope, and healing to the most impoverished members of our community since 1912. Our goal is to help everyone we work with become a fully contributing member of the community.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus, treated with dignity and compassion; relationships are built on love and truth; integrity is never compromised; service is measured for efficiency and effectiveness; and teamwork and trust are basic to our working relationships.

TRM is a Christian, faith-based organization and legally similar to a church. Employees will be hired and retained consistent with laws related to religious institutions.

## **Job purpose**

Maintains a safe and hospitable environment for shelter guests; provides coordinated services and program activities for clients; and assists in meeting their basic needs; maintains security and safety in the buildings and on the grounds.

## **Qualifications**

- High School Diploma required; AA in Social Service preferred
- Experience working with low-income, diverse populations preferred
- Proficient computer skills, experience working in MS Word and Excel
- Excellent verbal, written and electronic communication skills
- Professional and friendly telephone skills
- Good clerical skills, with exceptional attention to detail
- Ability to work as a member of a team inspiring trust and speaking truth
- Mentoring, coordinating, conflict and dispute resolution skills
- Ability to maintain a compassionate and positive attitude
- Able to respond effectively under stress
- Effective listening skills and problem solving techniques
- Ability to multi-task

- Able to supervise shelter guests in all aspects of the program
- Job certifications: CPR/First Aid Certified; HMIS Certification

## **Duties and responsibilities**

### Culture Work

- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement and trust.
- Maintain a high level of integrity in modeling and promoting the Mission's core values and culture standards.
- Skillfully help to lead, develop, promote and sustain a spiritual climate within The Rescue Mission in keeping with our purpose, calling and culture

### Team Work

- Work as a member of the program team to:
  - help establish department strategies, policies and priorities
  - advise the Director of Adams Street Family Campus in matters related to the family shelter.
  - help solve organizational challenges
  - proactively assist as necessary in the overall success of the Mission

### Direct Work

- Clerical
  - Meet and greet visitors, clients, staff, interns and volunteers with a welcoming attitude.
  - Answer telephone calls in a professional and friendly manner.
  - Host tours.
  - Perform HMIS data entry.
  - Graciously receive donations, issue legible receipts.
  - Process mail.
  - Maintain accurate data and perform office duties including filing, faxing, copying.
  - Work with volunteers and interns assuring a mutually beneficial experience.
  - Receive supplies, organize, stock and maintain inventory.
  - Prepare Incident Reports, Work Requests etc. as needed.
- Client Service
  - Deliver excellent service and maintain a high standard of management at all times.
  - Fulfill all reasonable requests from clients to ensure their comfort, satisfaction and safety.
  - Communicate through daily shift log entries; make notations about events, interaction and progress in log.
  - Conduct assessment of potential clients, including referrals.
  - Maintains client confidentiality, properly dispose of confidential documents.
  - Collect medications and medically monitor the facility.
  - Compassionately mentor and motivate clients to encourage life transformation.

- Perform client intake/exit, including UA/breathalyzer, inform clients of shelter guidelines/schedule.
- Act with grace and/or accountability when clients violate the rules or relapse.
- Custodial
  - Oversee unit turnover.
  - Perform daily room checks.
  - Do laundry.
  - Clean offices, empty trash, vacuum, sweep and mop.
  - Report any necessary facility repairs.
  - Stock chore cart, wash mop and broom heads as needed.
  - Assist with guests assigned chores as needed.
- Security
  - Ensure that the facility is operated safely at all times, lock, secure and alarm all building doors including shelter, classroom, youth center and perform a complete walk around every two hours.
- Perform other duties as requested by the Manager of Adams St. Family Campus.

### **Working conditions**

Supervise shelter guests in all aspects of the program; flexible hours to include regular full-time, regular part-time, shifts and weekends as scheduled; mobile position; work with people with high barriers, including but not limited to people with mental illness, felony backgrounds and difficult personalities; mopping, sweeping, setting up cots.

### **Physical requirements**

Speak, listen, walk, climb stairs, move furniture, light custodial, lift up to 50 lbs.

### **Direct reports**

None