

Job Title	Tyler Host
Department	Tyler Family Housing (TFH)
Location	Tyler Street Family Campus 3202 South Tyler Street, Tacoma, WA 98402
Reports to	Housing Manager
Classification	Volunteer

Purpose, Vision, and Value Statement

The Tacoma Rescue Mission (TRM) is a faith-based nonprofit organization whose mission is to offer God’s help, hope, and healing to our neighbors in need. We are proud to have served the Tacoma and Pierce County communities since 1912. For over 100 years we have continued to serve in the name of Christ, while emphasizing the dignity of each person who enters our doors. We value the needs of our immediate community, and continually adapt to the changing needs of those who come to us for help.

We strive to cultivate a culture built on love and truth, where our integrity is never compromised. Our services and programs are continually measured for efficiency and effectiveness, are committed to quality, and operate through a trauma-informed, person-first, and grace-based approach.

Job Purpose

The Tyler Campus provides transitional and permanent housing for women and families leaving homelessness. The campus offers a drug and alcohol-free environment along with programming designed to help women and families overcome substance use disorder, develop healthy relationships, discover their purpose, and become their best.

The live-in campus host(s) work with TRM staff and volunteers to provide a safe and secure, healing environment for women and families on their pathway out of homelessness. The campus host(s) are also part of the “face” of TRM as they greet and supervise volunteers and donors, facilitating a meaningful and rewarding experience for them during their visit to Tyler.

Tacoma Rescue Mission Competencies

Client Relationships and Interactions: Connect clients, volunteers, donors, team members, and guests to the mission and vision of The Tacoma Rescue Mission and its programs. Establish rapport and build relationships through effective communication, making all feel understood and valued. Assess needs and share appropriate resources, boosting client confidence in The Tacoma Rescue Mission and its team members.

Creativity and Expansion: Cultivate an environment that constantly seeks growth and adaptation, enhancing services offered. Research and develop new insights and strategies that improve Mission functionality and performance. Embrace the unknown and uncharted territory, pushing limits to increase skill, knowledge, and resources.

Leadership and Culture: Champions the Tacoma Rescue Mission's core values and pillars, ensuring a high level of service with a commitment to changing lives. Creates a platform that empowers those within the Mission and the community to establish and take ownership of a culture founded on team, trust, and truth.

Professionalism: Carries the current knowledge and operational skills required to perform well, utilizing best practices and demonstrates the desire to grow professionally. Helps create a safe space for Team Members to hold others accountable for behavior and performance, empathetically listens and communicates for understanding when negotiating and dealing with conflict. Setting the standard of quality, providing staff with feedback, coaching, guidance, and support.

Essential Duties & Responsibilities

- Provides campus security after hours and on weekends, addressing and resolving problematic behaviors and communicating as necessary with TRM staff.
- Conducts daily walk-throughs of the campus, reporting maintenance and other concerns to Tyler staff via email each evening.
- Builds rapport with all Tyler residents. Acts as mentor, as needed.
- Conducts group activities with the residents (for example, weekly Bible study, men's/women's groups, barbecues, community events, volunteer events, etc.).
- Assists residents with the maintenance of the community garden and other projects.
- Administer urinalysis and breathalyzer tests of residents as needed.
- Assists with campus and unit inspections.
- Greets, hosts, conducts campus tours, and supervises groups of volunteers and/or donors.
- Responds to emergent resident needs, for example, unlocking doors for locked-out residents, etc.
- Assists in maintaining building safety, for example unlocking and locking the main office doors as needed, unlocking doors for locked-out residents, etc.
- Assists with setting up and breaking down tables, chairs, etc. for activities in the community room.
- Assists with minor maintenance work as needed as requested by management or the facilities team.
- Participates in community events such as monthly community meetings, barbecues, celebrations, activities, etc.

Working Conditions

Interacts in a relational manner with people from diverse backgrounds. May be required to be outdoors in inclement weather and/or work irregular hours. On-call duties as requested.

Schedule & Work Location

Schedule:

Flexible hours due to the nature of the position.

Primary Location of Work:

Tyler Street Family Campus

For confidentiality of the people we serve, exact location will be disclosed in the next steps of the hiring process.

Qualifications

- Associate degree in social service or related field preferred.
- Experience working with individuals and families experiencing homelessness preferred.
- Experience working with people living with mental health, substance use disorders and recovery preferred.
- Knowledge of Trauma-Informed Care practices preferred.
- Knowledge of Cultural Sensitivity practices preferred.
- Skilled in clear and effective written, verbal, and electronic communication.
- Ability to establish and maintain effective working relationships and foster teamwork in a diverse environment using effective and thoughtful interactions and communication.

Certificates & Licenses

None required.

Physical Requirements

- Occasionally moves about inside the office to access file cabinets, office machinery, etc.
- Occasionally moves to respond to urgent situations.
- Occasionally operates a computer and copy machine.
- Occasionally ascends/descends stairs to inspect all areas of the apartment buildings.
- Communicates information and ideas so others will understand. Exchanges accurate information in these situations.
- Observes details at close range (within a few feet of the observer).
- Occasionally works in outdoor weather conditions.
- Wears proper PPE (personal protective equipment) when necessary for exposure control.