

John 3:16 Mission Staff Position & Description

Position: Guest Hospitality Specialist

Employee Classification: Exempt

Department: Men's Ministries

Reports To: Director of Men's Ministries

Job Statement: The purpose for the position is to supervise and coordinate all areas of guest hospitality and guest case management services as well as shelter programs.

Duties:

- Oversee all details pertaining to the needs of the shelter guests including hospitality, case management needs, referrals to other agencies, and assisting in oversight of shelter programs.
- Assist the Evening Supervisor with the check-in process.
- Work in coordination with other staff members regarding security and safety concerns.
- Work as a liaison for guests to create a bridge to the men's recovery program.
- Enforce the policies and procedures of the Shelter and New Creation recovery program.
- Make rounds routinely of the Shelter property (about every twenty minutes).
- Lead, fill-in, or assist with the nightly chapel services.
- Coordinate and assist with any activities associated with the shelter guests.
- Assist with all details pertaining to the men's day room program.
- Assist and lead in discipleship activities for guests.
- Assist in the Mission's Search and Rescue program.
- Attend Mission meetings and functions.
- Perform any other duties as assigned.

Qualifications:

- Two years of college education or equivalent experience in supervisory position.
- Interest in or exposure to issues related to homelessness (i.e. substance abuse, mental illness, etc.).
- Background and interest in Christian Mission work or pastoral care.

Skills:

- Good oral and written communication skills.
- Leadership, delegation and organizational skills.
- Sound judgment, objectivity and sensitivity.
- Ability to have concern for the guests and their well being.
- Ability to treat the guests with dignity and respect at all times.
- Possess relationship skills and spiritual maturity to care out successfully the duties in the job description.