

JOB TITLE: Shelter Coordinator -Lead
REPORTS TO: President/CEO
DEPARTMENT: Programs

SCHEDULE: Variable

Pueblo Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of PRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION:

The Shelter Lead Coordinator roles exist to ensure a safe environment and the smooth operation of the Warming Shelter. This position provides supervision to program areas and shares responsibility for training and scheduling staff and volunteers. This position models PRM guidelines on interacting with participants with a primary focus on hospitality and compassion to enforce the guidelines for a safe and secure operation.

DUTIES & RESPONSIBILITIES

Shelter Operations:

- Collaborate with President/CEO and /or supervisor to establish and implement shelter rules and procedures that encourage overall safety and security while maintaining on-going communications
- Provide day-to-day leadership for the overnight coordinators under the guidance of the Supervisor.
- Assist in the training of new overnight coordinators and volunteers on the warming shelter operations
- Prepare alternate coverage plans for staff when necessary due to illness, vacation, or emergencies
- Ensure proper execution of the Shelter Operations Plan to include:
 - Assist in preparing Healthy Engagement (chores) and monitor through coordinators so daily tasks are completed
 - Oversee daily safety & cleanliness inspections before opening to ensure all necessary preparations have been completed and take action with clients when standards are not met
 - Provide direction for staff and volunteers throughout the registration and check-in process
 - Ensure strict adherence to all safety policies and procedures
- Attempt to diffuse guest situations before escalation; handle disputes and altercations appropriately
- Respond to emergency situations such as guest health crisis, behavior issues, fire, water damage, or accidents
- Document incidents and write-ups in an accurate and timely manner and submit reports to Supervisor
- Understand operations of all security systems including alarms, fire panel and smoke detectors
- Oversee daily schedule of Healthy Engagement and Work Assignments to maintain cleanliness and overall safety
- Maintain adequate stock levels of bedding and refreshment items, ordering whenever necessary
- Take opportunities to share the Gospel of Jesus Christ and provides prayer support as needed or requested
- Supports proper training and recognition of volunteers for their partnership with Pueblo Rescue Mission and engages them in meaningful work that leverages volunteers as a resource.

Warming Shelter:

- Ensure proper execution of the Operating Plan in the Warming Shelter
- Ensure staff and volunteers are trained and equipped to maintain a clean and safe operation
- Communicate expectations to participants
- Ensure all necessary equipment and supplies are ordered and available to participants each night
- Ensure a high level of cleanliness in program areas is maintained (restrooms and shared spaces)

SKILLS & QUALIFICATIONS:

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies PRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence to greater involvement and effectiveness on behalf of this population in Pueblo.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Pueblo Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Committed Christian, able to provide a clear Biblical testimony of a personal relationship with Jesus Christ as Savior.
- Desire to serve the Lord in ministry to the lost, hungry, cold and frightened. Be able and willing to exercise compassion and discernment while modeling the pursuit of Christ likeness.
- Able to engage in natural conversation with participants, offering hope for change in a journey from brokenness to a new life based on relationship with Jesus Christ
- Ability to handle crisis and unexpected situations with calm and clear thinking, demonstrating good analysis and judgment to bring resolution.
- Trustworthy, reliable, insightful and perceptive.
- Able to maintain confidentiality
- Knowledge of addiction and recovery preferred
- Able and willing to honor and uphold the leadership and mission of PRM.
- Thorough, systematic and organized with regard to security and protocol.
- Street knowledge and understanding of anger management highly desired
- Computer literate, able to use basic office equipment
- CPR/First Aid preferred
- Able to read, write and perform basic mathematical computations
- Two years of sobriety if in recovery
- Flexibility in working hours, including on-call availability and willingness to work holidays as they coincide with regular shifts.

EDUCATION/EXPERIENCE:

- Minimum Associates Degree. Bachelor's degree preferred; or equivalent work experience
- Two + years of experience within a Christian recovery environment or social service organization preferably working with the homeless

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

Climbing stairs – occasionally

Lifting –occasionally, up to 40 lbs

Bending – occasionally

EQUIPMENT/TOOLS USED:

Phone	Computer
Fax	Copier

I accept this position and understand that employment is At Will:

Employee Printed Name

Employee Signature

Date