



Topeka Rescue Mission Ministry Position Description

Position Title: Hope Center Desk Staff
Location: Hope Center
Reports to: Director of Services to Women & Families
Date: August 2020

SUMMARY OF RESPONSIBILITIES:

This ministry position is responsible to work with Hope Center guests in a firm but compassionate manner, allowing and encouraging their physical, emotional, and spiritual growth. Position will oversee and monitor all activity in the dayrooms and throughout Hope Center, as well as on the playground, and will be responsible to de-escalate inappropriate behavior. This position is responsible to accurately maintain all paperwork used during daily interaction with guests. 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:

- Oversee and monitor all activity in Hope Center, both visually and via security monitors; intervene with guests as necessary to maintain an orderly environment
- Become familiar with guests by face and name to efficiently interact with them as well as identify them as they seek entrance through gates or doors
- Answer telephone calls, take messages for guests, and transfer calls to proper individuals and/or answer questions of callers
- Operate two-way radio system in a professional manner
- Perform security rounds and room checks
- Administer BA's and maintain proper documentation
- Use the computer to check on the status of potential guests
- Deal with needs and request of TRM guests
- Do comprehensive check-ins of guests, including registration forms, making room keys, issuing linens, etc.; follow and complete a checklist for each individual or family
- Be familiar with all fire and other emergency procedures to safely evacuate or shelter guests during an emergency. Be prepared for random fire drills
- Be familiar with all paperwork used during daily interaction with guests, including but not limited to bedsheets, passes, completion of program packets, clothing vouchers, meal requests, bus ticket requests, laundry sign-up sheets, shift reports, and incident reports
- Bag and tag personal items left by guests; clean dorm beds and family rooms as needed
- Attend weekly HC staff meetings
- Assist, as needed, in the announcement & prayer time at 5:30 each weekday
- Enforce schedule guidelines such as quiet time, smoke breaks, curfew, etc.
- Do room checks or bed checks as needed
- Promote positive public relations and good will in the community
- Work with the police and fire department and other emergency services to handle crisis or emergency situations
- Be prepared to perform other duties as assigned

EDUCATION AND EXPERIENCE:

- High School diploma or successful completion of GED required
- Experience with communicating and interacting with a customer base promoting and encouraging calm, peace, and safety a benefit (At TRM meaning our guests)

- Experience in de-escalation and security type work a decided asset with a heart of ministry, grace, love, and compassion preferred

SKILLS, KNOWLEDGE AND ABILITIES:

- Minimal computer skills needed with a focus on data entry
- Clear and legible hand writing for documenting work throughout shifts, incidents, forms, and many other needed reports
- Ability to maintain strict confidentiality of written, electronic, and verbal communication and information
- Ability to work as a member of a team, inspiring trust and speaking truth
- Excellent listening and communication skills, including verbal, written, and electronic
- Ability to effectively work in a high stress, very busy and sometimes challenging work environment to include working with disadvantaged and sometimes difficult individuals needed
- A heart of compassion, caring, love and ministry must be a part of this individual's life and in dealing with others

LICENSES AND CERTIFICATIONS:

- Having a valid driver's license and the ability to meet requirement to be added to TRM's vehicle insurance policies preferred
- If no DL, must have valid and consistent transportation available
- Certification or training in de-escalation, CIT (Crisis Intervention Training and/or other mental health training preferred

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Ability lift and carry at least 50 pounds often
- Ability to be very mobile with much walking, sometimes briskly or running during a crisis or emergency, as well as work from a desk some of the time