



Open Door Mission

Care Support Specialist

JOB TITLE: Care Support Specialist
REPORTS TO: Shelter Manager

DEPARTMENT: Shelter
STATUS: PT 20-40 hours
Non-Exempt

SUMMARY OF POSITION: The CSS Team provides supervision and care to the guests in the ODM facility, ensuring that staff, guests and building are safe. CSS Team will be responsible for overseeing the reception area, greeting and directing visitors and guests, maintaining general order and safety, and answering phones.

DUTIES AND RESPONSIBILITIES:

- Lead guests through Initial Intake Procedures, as the guests enter the shelter area
- Responsible to search guest's belongings and follow written procedures in the case that drugs or paraphernalia are found
- Secure and document any weapons or medications that the guests have in their possession
- Facilitate and oversee any random drug testing required of shelter residents
- Provide supervision of guests throughout the building
- Ensure policies and procedures are followed regarding safety protocols
- Complete record keeping, paperwork and properly file documents
- Communicate with the Program Director about operational and disciplinary issues
- Support and communicate with appropriate ODM staff in response to any needs that present, whether they be guest, volunteer, or donor.
- Oversee dorm cleanup on morning shift
- Greet guests and visitors in a professional and graceful manner, directing them to appropriate area
- Answer phone calls, answering basic questions and direct callers to appropriate staff member
- Receive donations and provide receipt to donor
- Maintain neat and clean reception area
- Maintain order in reception area
- Operate security camera system and become familiar with the system software
- Be responsible for emergency response including: fire, medical, and general safety

ESSENTIAL SKILLS:

- Ministry mindset, mature Christian, able to model servant-leadership
- Able and willing to interact with shelter guests in a compassionate and respectful manner
- Able to maintain a positive, professional, Christ-like manner with all staff, guests and volunteers.
- Trustworthy, reliable and level-headed.

- Emotionally healthy and able to respond to guest behavioral issues in a healthy way.
- Have a personal relationship with Jesus Christ and be able to share the gospel with others through words and deeds.
- Knowledge of Microsoft software, specifically Word and Excel
- Able to read and write.
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life-transformation.
- Agrees with and carries out responsibilities in accordance with the Mission's policies that are included in the Open Door Mission Directives, Code of Conduct, Statement of Faith, and Mission Statement.
- Possesses the ability to work effectively with others in a positive, cooperative manner.
- Willingly signs a confidentiality agreement.
- Must be in agreement with the goals and objectives of The Open Door Mission.
- Able and willing to de-escalate people or situations, both verbally and physically
- Willingness to be trained to administer CPR, Narcan and other emergency procedures in appropriate emergency situations

WORKING CONDITIONS/PHYSICAL FACTORS: (INCLUDE PHYSICAL REQUIREMENTS SUCH AS BENDING, LIFTING, CLIMBING STAIRS, MANUAL DEXTERITY/COORDINATION, FINGERING, STANDING FOR EXTENDED PERIODS OF TIME, ETC. NOTE IF WORK IS OUTDOORS)

This position requires frequent interaction with a homeless population. Will likely interact with individuals who may be intoxicated or under the influence and who may lack socially acceptable personal hygiene

- May require bending, lifting (up to 50 lbs.) – *occasionally*
- Climbing stairs – *occasionally*
- Fingering/fine motor skills – *occasionally*
- Standing for extended periods of time - *occasionally*
- Physically restraining agitated or violent individuals - *occasionally*
- May require some work outside, in all climates – *occasionally*
- Able to think, read, speak, see, and hear – *continuously*
- Requires the ability to accurately handle and administer breathalyzer and urinalysis tests - *frequently*

EDUCATION/EXPERIENCE:

- High school graduate or GED earned

Requirement:

The Open Door is a privately funded 501(c)3 Christian ministry outreach of Servants of the Word, Inc. It is the policy of The Open Door to grant equal opportunities for employment to all qualified persons without regard to age, race, color, national origin, military, gender, genetic characteristic, marital status, unemployment, domestic violence, or any other applicable grounds prohibited by law. Our designated purpose is religious. We consider every position essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of Open Door;
- Subscribe to The Open Door Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to The Open Door Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive and that employment is at-will.

Signature

Printed Name

Date