



## Open Door Mission Security Team

**JOB TITLE:** Security Team  
**REPORTS TO:** Operations Director

**DEPARTMENT:** Shelter  
**STATUS:** PT 15-32 hours  
**Non-Exempt**

**SUMMARY OF POSITION:** The Security Team will operate around the Mission which includes inside and perimeter of the building at 226 Warren Street. The Security Team is responsible for enforcing Guest Services policies and procedures, which includes enhancing safety in the neighborhood for Mission guest, staff and neighbors. Their purpose also includes engaging people in need or in crisis.

### **DUTIES AND RESPONSIBILITIES:**

- Must be able to work overnight, weekends and holidays
- Help 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
- Provide supervision of guests throughout the building
- Ensure policies and procedures are followed regarding safety protocols
- Support and communicate with appropriate ODM staff in response to any needs that present, whether they be guest, volunteer, or 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
- Patrol premises to ensure they are secure; may need to navigate ladders, ramps and stairs, as well as run on occasion.
- Use both hands to reach and grasp objects or items, or to use the phone to communicate with home base or to file reports.
- Work in weather environments that may sometimes be extremely hot or extremely cold, snowy or icy.
- Keep mental alertness and attention to high detail, no matter the circumstances.
- Maintain a neat and professional appearance, and provide excellent customer service as needed.
- Follow established security protocols while using initiative and good judgment.

### **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
- 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
- High school diploma or equivalent.
- At least 18 years old.
- Excellent interpersonal skills along with excellent oral and written communication.
- Possession of a guard license per state requirements, and maintain active status.
- Ability to remain flexible and adapt well.
- Remain calm in stressful situations.

## WORKING CONDITIONS/PHYSICAL FACTORS

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 – *often*
- Fingering/fine motor skills – *occasionally*
- Standing for extended periods of time - *occasionally*
- Physically restraining agitated or violent individuals - *seldom*
- May require some work outside, in all climates – *often*
- Able to think, read, speak, see, and hear – *continuously*
- Able to walk or run- *often*

## 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.***

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Signature

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Printed Name

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Date