



## Open Door Mission Support Specialist

**JOB TITLE:** Support Specialist  
**REPORTS TO:** Shelter Manager  
**Exempt**

**DEPARTMENT:** Shelter  
**STATUS:** 20-40 hours Non-

**SUMMARY OF POSITION:** Support Specialists (SS) provide supervision and care to Open Door Mission clients, ensuring that staff, clients and property are safe. They will do this by adhering to ODM policies and procedures,

### **DUTIES AND RESPONSIBILITIES:**

- Supervise shelter and common areas, providing support, encouragement and accountability for services provided to ODM clients.
- Perform initial intake with new guests and program participants. Assist clients in acclimating to the ODM community.
- Provides crisis intervention, de-escalation and debriefing in situations of conflict, stress and trauma.
- Ensure all policies and procedures are followed.
- Identify and assess guest needs, linking with community resources through a referral process, to meet those needs.
- Coordinate with partner agencies to assist guests in acquiring needed resources.
- Maintain current and complete case notes for each program participant in a timely manner. Develop proficiency in case management software.
- Lead Support Groups, Bible Studies, assist with Food Pantry, and support Care Team, carrying out Care Team duties as necessary (mealtime devotion and supervision).
- Communicate with the Guest Care Committee about client disciplinary issues.
- Ensure cleanliness and order of program participant rooms, shelter storage, dayroom, lobby and dining room. Maintain neat and clean reception area.
- Facilitate and oversee any random drug testing required of shelter program participants.
- Responsible to search guest's belongings and follow procedures in the case that drugs or paraphernalia are found.
- Secure and document any weapons or medications that program participants may have in their possession.
- 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.
- Operate security camera system and become familiar with the system software.
- Be responsible for emergency response including fire, medical, and general safety.
- Attend team and staff meetings, as assigned.
- Other duties as assigned.

### **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.
- Possesses the ability to work effectively with others in a positive, cooperative manner.
- Able and willing to de-escalate people or situations, both verbally and physically
- Able to administer CPR, Narcan and other emergency procedures in appropriate emergency situations (will train)

**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

### **Requirements:**

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;
- Must be in agreement with the goals and objectives of The Open Door Mission.
- Subscribe to The Open Door Statement of Faith and Qualifications for Employment upon hire and continuously while employed
- Willingly signs a confidentiality agreement.
- 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.
- 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