

Program Coordinator, Emergency Overnight Services

Full-time, Non-Exempt

Job Summary: Oversees the admittance, safety and general welfare of clients seeking Emergency Overnight services. Supervises Emergency Overnight Staff.

Job Duties & Responsibilities:

- Must be able to work 3pm-11pm Monday through Friday, with flexibility for additional coverage if needed on occasion.
- Supervises intake process and completes intake documents. Enters information into HMIS database and generates daily/monthly reports.
- Assists guests with acclimating to a communal living environment by responding appropriately to their spiritual, physical and emotional needs.
- Responds to physical needs of guests by distributing toiletries, hospital scrubs and ensures that each guest receives a shower.
- Refers guests to appropriate community medical, emotional, economic and social support organizations; assists the guests in obtaining such services.
- Maintains and monitors the EOS dorm and guests. Escorts guests to meals and supervises guests during meals. Ensures adherence to rules.
- Responds appropriately to phone calls and takes messages, if necessary. Makes referrals for alternative shelters, programs and resources as needed.
- Facilitates individual and group Bible studies and devotions when needed.
- Offers hope and encouragement to guests. Provides crisis counseling as needed.
- Contributes to the efficiency and effectiveness of the Mission's service to its guests by offering suggestions.
- Assists volunteers.
- Coordinates White Flag events, including the scheduling and coordination of staff.

- Supervises Emergency Overnight Services staff and assists them in planning and carrying out the Mission's goals. Ensures that the responsibilities and accountabilities of all direct subordinates are defined and understood.

Job Skills & Requirements

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

- High school diploma required. Associate's Degree in human services or related field, or equivalent experience preferred.
- At least one year experience working in a shelter environment. Personal experience with homelessness or working with the homeless population preferred.
- Church ministry experience preferred.
- Knowledge of:
 - Internal and external barriers that homeless people face
 - Public and private social services providers within the community and community resources and programs available to residents
 - De-escalation, crisis intervention and conflict resolution techniques
- Ability to
 - Utilize appropriate community resources
 - Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet deadlines
 - Handle crisis situations and tolerate stressful situations
 - Maintain confidentiality
 - Communicate effectively
 - Work with EOS guests, staff and volunteers in a cooperative manner.
 - Interact conscientiously and consistently in a clear non-judgmental manner
- Basic computer skills necessary to perform tasks such as sending email, writing reports, managing employee timekeeping and entering data. Proficiency in MS Office applications.

Qualified candidates can apply by emailing a resume and cover letter to jobs@raleighrescue.org. Please reference "EOS Program Coordinator" in the

subject line of the email. All applicants must meet the minimum job qualifications in order to be considered for employment. For more information about our organization, go to www.raleighrescue.org.