

***MISSION STATEMENT:** Holland Rescue Mission exists to glorify God by proclaiming and demonstrating His love through Christ-centered programs of excellence for the homeless and less fortunate.*

HOLLAND RESCUE MISSION

Job Description

POSITION: Job Coach: Gateway Academy

DEPARTMENT: Gateway Academy

RESPONSIBLE TO: Gateway Campus Program Manager

LEVEL: 5

SUMMARY: To assist in fulfilling the mission/purpose of HRM by providing job coaching and leadership to students who are working in the Gateway Ministry Center.

RESPONSIBILITIES:

1. Provide students a weekly, informal, work station evaluation as well as a monthly evaluation for the purpose of immediate feedback, job development, encouragement and correction as needed.
2. Train students in conflict resolution, workplace communication and etiquette as opportunities arise.
3. Train students in retail operations focusing on improving work performance.
4. Develop SMART goals with the student to support their professional development.
5. Develop innovative approaches to assist students in meeting daily production goals as determined by Operations & Training Manager.
6. Coach students to identify their God-given strengths and abilities and offer opportunities for further development.
7. Track student work hours on a daily basis.
8. Implement system for sorting incoming goods and processing quality items to meet established production needs of HRM Thrift Stores.
9. Provide excellent customer service to both internal customers (thrift stores and staff) and external customers (donors and constituents).
10. Maintain a high level of cleanliness and organization in the hard goods production areas.
11. Provide spiritual leadership to students in partnership with Gateway Campus staff.
12. Develop and implement continuous improvement strategies as approved by Campus Manager.
13. Fill voucher requests from Gateway Academy (GA), Family Hope Ministry Center (FHMC) and the Men's Ministry Center (MMC).

14. Confirm daily available student count to Operations & Training Manager to support daily work schedule.
15. Work to protect the reputation of the ministry in all events.
16. Attend Mission sponsored meetings and events, including religious activities, as designated by supervisor.
17. Fulfill all aspects of position job description according to the biblical principles and philosophy of ministry as defined by the Holland Rescue Mission Statement of Faith, Principles of Influence/Qualifications for Employment, Vision Statement, Mission Statement and Core Values.
18. Perform other duties as assigned to support all areas of the Gateway Ministry Center at the discretion of the GA Campus Program Manager.

QUALIFICATIONS:

Personal:

- Must provide a clear Biblical testimony of a personal experience of receiving by faith the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13, Eph. 4:20-32, Phil 1:7-11, 3:7-10).
- Actively seek the unity of believers.
- Be a mature Christian and a member in good standing of an evangelical church.
- Possess a desire to serve in meeting the physical needs of our residents and point them to Jesus Christ as Savior and Lord.

Education and Experience:

- High School graduate; some college preferred.
- Experience leading individuals and teams.
- Knowledge of thrift store sorting process and quality expectations.

Skills and Abilities:

- Ability to lead and train individuals and teams effectively
- Ability to identify team member's strengths and abilities and assign work accordingly
- Ability to work independently and efficiently
- Ability to be accountable and hold others accountable
- Ability to read, write and interpret written documents
- Excellent customer service skills
- Proficient at follow-through and above average ability to communicate effectively at all levels
- Intermediate computer skills (Word, Excel, Outlook and data entry)
- Forklift Certification preferred.

Physical:

- Sitting or standing for long periods of time to perform job functions
- Manipulate, handle, feel and control items or equipment
- Communicate effectively with clients and coworkers
- Be able to read, write and interpret written documents
- Occasionally lift and move objects weighing up to 35 pounds

2 Timothy 3:16-17 *“All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.”* (ESV)

Employee Signature: _____ **Date:** _____