

***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:** Case Manager, Emergency Shelter/Gateway Programs

**DEPARTMENT:** Family Hope Ministry Center (FHMC)

**RESPONSIBLE TO:** Campus Program Manager-FHMC

**LEVEL:** 5

**SUMMARY:** To assist in fulfilling the purpose/mission of HRM by meeting with individual guests to give guidance and set goals to resolve their homelessness.

### **RESPONSIBILITIES:**

1. Conduct weekly orientation sessions for guests entering Holland Rescue Mission.
2. Meet weekly with Emergency Shelter/Gateway Program guests to assist in setting goals, finding a job, managing their money, and finding a place to live.
3. Act as contact person for other agencies, mentors and churches that become part of guests' plan.
4. Communicate and build relationships with local agencies that serve guests.
5. Meet weekly with the Campus Program Manager-FHMC to discuss guests' progress and to make decisions regarding requirements and/or dismissal of guests.
6. Attend prayer meetings at the Mission when possible and live a life that models Christ in all areas.
7. Share the plan of salvation whenever appropriate and encourage church involvement. Encourage guests to enroll at Gateway Academy when appropriate.
8. Conduct or arrange counseling as needed.
9. Attend regular staff meetings and other committee meetings as required.
10. Document case management notes in guest files on a regular basis.
11. Order and distribute MAX bus tickets for guest sales.
12. Welcome, supervise and nurture the investment of volunteers at the Holland Rescue Mission, particularly those working in department(s) relating to this position.
13. Work to protect the reputation of the ministry in all events.
14. Attend Mission sponsored meetings and events, including religious activities, as designated by supervisor.
15. 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.

## **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 guests and point them to Jesus Christ as Savior and Lord.

### **Education and Experience:**

- Bachelor's degree in counseling, social work, or pastoral ministry; formal Bible training preferred.
- Experience in Rescue Mission work preferred.
- Knowledge of what God is doing through the ministry of Rescue Missions.
- Knowledge of how to work with individuals struggling with addiction issues and their need for accountability.
- Understanding of the poverty culture.

### **Skills and Abilities:**

- Ability to establish and maintain effective working relations with peers, volunteers, clientele, and the public.
- Ability to present ideas clearly and concisely orally and in writing.

### **Physical:**

- Sitting or standing for long periods of time to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Communicate effectively with guests, co-workers and volunteers
- 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: \_\_\_\_\_