

Client Support Specialist

Full-time, Rotating 4 day shifts

Job Summary: Serves alongside our clients by building relationships to understand their needs and assist them with solutions and resources to transform their lives.

- Responds to inquiries regarding participation in the RRM Ministry program.
- Conducts intake assessment for new clients to participate in the program and assist with identified goals.
- Performs new client orientation and assists with acclimating to the communal living environment (i.e. explaining guidelines).
- Provides general supervision; ministers by offering hope and encouragement to rise above current circumstances.
- Facilitates devotions, discipleship classes, support groups, life skill classes, and other recreational activities.
- Assists clients and guest with appropriate referrals and services based on identified psychosocial, economic, physical, and/or spiritual need.
- De-escalates crises, intervenes and assists clients in resolving interpersonal conflicts, disagreements and misunderstandings.
- Participates in goal plan reviews to determine clients' progress in meeting goals/benchmarks and program requirements.
- Documents client progress using the HMIS management system. (i.e. UDEs, goals, client notes, etc.) and completes shift reports.
- Engages and provides assistance to volunteers, donors and other stakeholders related to the mission.
- Attends meetings and trainings.
- Performs other duties as assigned.

Job Skills & Requirements

Raleigh Rescue Mission considers every position one of Christian ministry and every person a valued and vital part of our team. Therefore it is essential that all employees of the Mission have

a personal relationship with Jesus Christ, belong to a Christian body of believers, and subscribe to our Statement of Faith and Core Values (www.raleighrescue.org).

- Must be at least 21-years old, and have an Associate's degree and three years of full-time experience in the human services field (i.e. social work, psychology, counseling, etc.), or a Bachelor's degree with an emphasis in Human Services, Counseling, Social Work and Psychology, plus one year of human services experience is preferred.
- At least one year of prior experience in Human Services field, working in a residential program environment preferred.
- A demonstrated passion for ministry, advocacy and issues surrounding homelessness and poverty.
- Must have strong computer skills and knowledge of computerized information systems, necessary to perform tasks (i.e. email, writing reports, case management software, and data entry). Experience with MS Office preferred.
- Must have valid driver's license.
- Strong interpersonal and communication skills with the ability to function effectively in emergency situations.
- Team player focused on the overall success of the organization.
- Ability to:
 - Work with clients, staff and volunteers in a cooperative manner.
 - Interact conscientiously and consistently in a clear non-judgmental manner.
 - Maintain confidentiality.
 - Handle and prioritize multiple tasks.
 - Be flexible and adapt to change.

Qualified candidates can apply by completing an online application or by emailing a resume and cover letter to jobs@raleighrescue.org. Please reference "Client Support Specialist" 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, visit www.raleighrescue.org.