

Raleigh Rescue Mission, Inc Job Description

Job Title: Client Support Specialist
Reports To: Director of Client Services
Job Status: Part-time, hours vary

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 client 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, Core Values and Code of Ethics and Business Conduct (www.raleighrescue.org).

- Must be at least 21-years old with high school diploma, GED equivalency. Associates Degree or higher preferred.
- 1-3 years of full-time experience in the human services field (i.e. social work, psychology, counseling, etc.)

- Experience 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 well.