

Raleigh Rescue Mission, Inc
Job Description

Job Title: **Overnight Support Specialist**
Reports To: **Men's Ministry Director/Women's Ministry Director**
Job Status: **Full-time, regular, non-exempt**
Schedule: **11pm to 8 am, 35-40 hours per week, rotating days**

Job Summary: This position serves alongside our clients and Client Support Specialists to build positive relationships, understand needs, and assist with solutions and resources to transform clients' lives.

- Responds to inquiries regarding participation in the RRM Ministry program;
- Conducts intake assessment for EOS guests and new clients to participate in the program and Assists NLP Clients 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 clients.
- Maintains organization and inventory of hygiene supplies and OTC medication closet. Prepares needed class materials and intake forms. Maintains organization and cleanliness of office space. Assists clients with laundry as needed.
- Facilitates morning activities including breakfast, transportation, classes, client meetings, support groups, appointments, appropriate clothing for designated activities, meds, devotions and other activities.
- Assists Client Support Specialists with appropriate referrals and services based on identified psychosocial, economic, physical, and/or spiritual needs of the client.
- 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 progress, shift reports and other client information using the client information management system. Audits system client records on a nightly basis to ensure accurate data input per checklist.
- Engages and provides assistance to volunteers, donors, staff and other stakeholders related to the mission.
- Attends meetings and trainings.
- Occasional extra hours/responsibilities during Inclement Weather/White Flag conditions
- Remains flexible to adjust job responsibilities to the needs of the clients. 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 and subscribe to our Statement of Faith and Core Values.

- High School diploma or equivalency, Associate's degree (in social work, psychology, counseling) preferred.
- 1-3 years' experience in Human Services field, or related experience. Working in a residential program environment preferred.
- A demonstrated passion for ministry, advocacy and issues surrounding homelessness and poverty.
- Strong computer skills and knowledge of computerized information systems necessary to perform tasks (i.e. email, reports, case management software, and data entry). Experience with MS Office preferred.
- 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, donors, security 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.
 - Stay awake overnight.