**Ministry Support Specialist**

**ROLE MISSION**

As a Client Ministry Specialist, you will be providing a crucial first layer of support to our clients to ensure their safety, support and overall engagement in our New Life Program from day-to-day, minute-to-minute. This role owns the 24/7 support and encouragement of clients. You are serving as a first line of access for the client and the entire Raleigh Rescue Mission team.

**OUTCOMES**

Client Support and Encouragement

* Provide the first level of client support via phone and desk services and redirect client to the proper channel for follow-up
* Proactively build relationships and encourage clients in the program
* Listen to clients, pray with clients, and communicate with the entire Raleigh Rescue Mission team to provide feedback and insight on client status
* Lead fun activities on the floor in the evening and on the weekends

Safety and Security

* Monitor the cameras and floor on a 24/7 basis
* Ensure clients are following the floor schedule (wake-up, mealtimes, quiet time, lights out, bed check)
* Lead de-escalation of clients in crisis
* Reach out to appropriate escalation support needed for client concerns (police, emergency room, leadership, counseling, etc.)

Administration and Team Support

* Communicate regularly and proactively with all Raleigh Rescue Mission team members
* Upload paperwork and daily attendances into Mission Tracker
* Complete and document weekly clients support tasks, including drug tests, client transportation, meds, chore and room checks, room turnovers, phone inquiries, etc.
* Willingly step in to assist in any area of the Mission as needed

**COMPETENCIES**

* Guide clients through the daily schedule and flow on the floor
* You have a strong desire to encourage and engage a wide-variety of clients with a Christ-centered approach
* You recognize and plan for potential obstacles on the floor, proactively raising the flag on client concerns
* You independently execute on tasks with minimal supervision, proactively identifying and solving client issues
* You offer insight and wisdom within cross-team discussions, while ensuring teammates and fellow employees always feel a sense of belonging and support
* You are able to independently manage sources of tension common to a social services environment, while escalating as appropriate
* You are vocal and collaborative, generous in offering your experience and ideas to help shape client and team growth

**DESIRED EXPERIENCE**

* Strong interpersonal communication and conflict resolution skills
* Experience providing exceptional customer service to diverse groups of individuals
* Strong administration and data entry experience, experience organizing and documenting client information

**SCHEDULE**

This is a full-time, hourly non-exempt position. The typical work week will be Sunday/Monday/Wednesday, Tuesday/Wednesday/Friday, or Wednesday/Thursday/Saturday, for a 12 hour shift (6AM-6PM or 6PM-6AM).