

POSITION TITLE: Client Services Associate
MINISTRY DEPARTMENT: Transitions Re-entry
REPORTS TO: Client Services Coordinator
FLSA STATUS: Non-Exempt
LOCATION: Gear Street Apartments, 2630 Gear Street, Salem, OR 97301
STATUS: Full-Time

Job Summary:

Responsible for the day-to-day operations of the Gear Street and Chuck's Place clean and sober residential transition program. Supervise and provide support to the program residents as it relates to their housing, finances, recovery, spiritual wellness, and other program needs, resulting in an end to their homeless stability.

Essential Job Duties:

1. Receive and process housing applications for prospective program participants.
2. Prepare housing agreements, program agreements and any other necessary documents.
3. Review, explain and sign all agreements with program residents.
4. Collect program fees, maintain adequate records, safeguard cash and checks and promptly route to UGM accounting department per established procedures.
5. Maintain buildings and grounds with an ongoing program of preventative maintenance in conjunction with the UGM maintenance department. Make minor repairs and provide normal routine landscape maintenance.
6. Maintain a safe and secure facility with regular inspections to note damage and/or maintenance needs.
7. Ensure program residents maintain a clean and healthy environment in the kitchen, dining area and common restroom/shower areas, as well as their sleeping areas.
8. Ensure residents are accountable to their program agreement, and being accountable to their stated goals and objectives.
9. Along with Transitions Re-entry team, provide and/or arrange facilitators for adequate:
 - Bible Studies & Discipleship opportunities
 - Recovery /Relapse prevention lifestyle coaching
 - One-on-one and group sessions
 - Life skills assessment and feedback
10. Approve and dismiss Gear Street program residents in consultations with Transitions Re-entry team.
11. Maintain a safe and secure environment for all program residents.
12. Gather, assemble, and submits all paperwork and reports necessary for month-end and other reporting requirements.
13. Attend various Mission functions and meetings as required.
14. Build and maintain relationships with staff, volunteers, and program participants for the purpose of evangelism and discipleship while demonstrating excellent customer service C.A.R.E. standards.
 - A. Committed – performs job with integrity – respects and honors others.
 - B. Attentive – models' honesty and courtesy to all. Good listener.
 - C. Responsive – Takes responsibility for quality results. Serves effectively.
 - D. Excellent – Seeks to improve performance while providing excellent service.
15. Participate in community outreach, fellowship and continued Christian growth.
16. Participate in community awareness and collaboration opportunities with other providers.
17. Assist with other duties as needed and as directed by the Client Services Coordinator.

Knowledge, Skill, Abilities:

1. Excellent interpersonal and communication skills with the ability to manage crisis situations.
2. Excellent organizational and administrative skills with an understanding of program development.
3. Knowledge of recovery and substance abuse issues required.
4. Able to demonstrate grace and compassion (even during conflict).
5. General knowledge and skills in minor maintenance, repair, and landscaping.
6. Computer literate including the use of Microsoft Office applications.
7. Valid Oregon driver's license and ability to drive Mission vehicle.
8. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.

Education: High School Diploma or GED required.

Experience: Minimum 3 years' experience in 'rescue' or recovery ministry or closely related field.

