

# Union Gospel Mission of Salem

## Job Description

<b>POSITION TITLE:</b>	Restorative Services Assistant – AM or PM Shift(s)
<b>MINISTRY DEPARTMENT:</b>	Simonka Place (500)
<b>REPORTS TO:</b>	Restorative Services Administrator
<b>FLSA STATUS:</b>	Non-Exempt
<b>LOCATION:</b>	Simonka Place 5119 River Road N, Keizer, OR 97303
<b>STATUS:</b>	Part-Time; Rotating shifts with other staff to cover evening, night and weekend shifts.

### Job Summary:

Providing compassionate ministry to women and children in crisis, helping them feel welcome, and cared for while meeting their practical needs. Under the direction of the Restorative Services Administrator responsible for all ministry areas related to Simonka Place Reception and Welcome Center Ministry and assuring a safe environment.

### Essential Job Duties:

1. Perform all aspects of ministry related to “Welcome Center Ministry,” including but not limited to:
  - Shelter calls
  - Intakes
  - Exits (including dismissals)
  - Bed transfers
  - Maintaining daily/evening schedule
  - Answering phones
  - Front door security
2. Assist in maintaining on-going client files.
3. Training and oversight of clients participating in Work Therapy as directed by the Restorative Services Administrator.
4. Provide crisis intervention information and referral help.
5. Administer Urine Analysis (UA) and/or Breathalyzer tests as needed.
6. Maintain a positive, encouraging Christian work atmosphere by demonstrating appropriate 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.
7. Assist in maintaining the safety and cleanliness of the shelter/facility.
8. Provide written reports, etc. to Restorative Services Administrator and Simonka Place Director as requested.
9. Communicate with all Simonka Place staff through established procedures.
10. Attend various Union Gospel Mission functions and meetings as required.
11. Assist with other duties as needed and as directed by Restorative Services Administrator or the Director of Women’s Ministries, including but not limited to:
  - Conduct evening chapel (adult and children’s chapel)
  - Dispense toiletry items
  - Offer access to medications stored in locked area
  - Pray with Restorative Services clients

### Knowledge, Skills, Abilities:

1. Strong interpersonal and communication skills.
2. Good organizational skills with ability to multi-task.



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3. Willing to learn/teachable spirit.
4. Ability to work with clients with a variety of behavioral issues.
5. Experience/willingness to confront difficult behavior consistently and respectfully.
6. Knowledge of substance abuse and recovery preferred.
7. Ability to work independently and as part of a team.
8. Ability to deal in a respectful, caring manner with clients who are emotionally distraught, sometimes hostile, and/or verbally abusive.
9. Working knowledge of services provided by local social service agencies.
10. Basic computer skills, including Microsoft Office 2010 applications (Word, Excel, Outlook).
11. Valid Oregon Driver's License.
12. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.
13. Bi-lingual (English/Spanish) preferred, but not mandatory.

**Education:** High School Diploma or GED

**Experience:** Minimum of one to two years in social work and/or similar field experience preferred.

