

Union Gospel Mission of Salem

Job Description

POSITION TITLE: Restorative Services Manager
MINISTRY DEPARTMENT: Simonka Place (500)
REPORTS TO: Director of Women's Ministries
FLSA STATUS: Exempt
LOCATION: Simonka Place
5119 River Road N, Keizer, OR 97303
STATUS: Full-Time - Exempt

Job Summary:

Under the direction of the Director of Women's Ministries, responsible for providing leadership, administration and oversight of case management staff and service components of Simonka Place Restorative Services for women with and without children who are dealing with homelessness and other life-disabling issues.

Essential Job Duties:

1. Provides spiritual leadership, training, and administrative supervision of Restorative Services Case Managers. Supervisory duties include but are not limited to:
 - a. Training of new staff
 - b. Facilitating regular staffing of clients and guests.
 - c. Evaluating and monitoring client progress and services provided.
 - d. Collaboration with Case Management team regarding best practices and services for all clients.
 - e. Mediating issues including staff and/or clients.
 - f. Annual employee performance reviews
2. Under direction of SP Director and in collaboration with Leadership Team, responsible for the ongoing development and implementation of all Restorative Services programs
 - a. Employment
 - b. Supportive Services
 - c. Women with Children
 - d. Emergency Services
3. Maintains a positive, encouraging Christian work atmosphere by demonstrating and training staff in 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.
4. Plan curriculum and teach weekly Restorative Services classes
5. Maintain a weekly case management case load as well as facilitate weekly process groups for clients in case load
6. Approve and dismiss guests as appropriate
7. Assist with other duties as needed and as directed by the Simonka Place Director including but not limited to:
 - a. Gather, assemble, and submit all necessary paperwork and reports needed for month-end and other reporting requirements.
 - b. Oversight of College Internships

Knowledge, Skills, Abilities:

1. Excellent management, administrative, organization and interpersonal skills required.
2. Excellent oral and written communication skills.
3. Proficient in basic computer skills.
4. Knowledge of substance or recovery abuse required.
5. Good organizational skills.
6. Working knowledge of services provided by local social service agencies
7. Valid OR State Driver's License.
8. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.



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- Education:** BA/BS degree in social services or ministry related field or equivalent years of experience required.
- Experience:** Minimum three (3) years supervisory experience of least three (3) people.
Minimum five (5) years “rescue” or recovery ministry experience or closely related field.

