

**Union Gospel Mission of Salem
Job Description**

POSITION TITLE: Guest Services Transitions Case Worker
MINISTRY DEPARTMENT: Men's Mission (400)
REPORTS TO: Guest Services Manager
FLSA STATUS: Non-Exempt
LOCATION: 777 Commercial St. NE, Salem, OR 97301
STATUS: Full-Time

Job Summary:

To provide the Guests of Union Gospel Mission of Salem by preparing for, attaining, and retaining employment, permanent supportive housing, and other social needs as a liaison utilizing state, city, and other government and private human service agencies.

Essential Job Duties:

1. Conduct assessments and coordinates services internally and externally with other community agencies to assist with guests' needs.
2. Verify employment to validate further services
 - a. Late nights
 - b. Lunches
 - c. Day sleep
3. Support guests' work toward achieving their self-identified goals for employment
4. Collaborate with fellow case workers as client needs may also require their services.
5. Manage caseload of individual clients and maintain ongoing client files and weekly case notes.
6. Maintain accurate files on all services and outcome results provided to and from clients.
7. Approves and dismisses guests as appropriate.
8. As part of the Guest Services Team, assisting with daily dayroom operations.
9. Network with community agencies to establish and build positive working relationships.
10. Provide crisis intervention information and aid with referral process.
11. Assist clients with resume building and other employment related activities.
12. Provide client advocacy when needed to potential employers.
13. Responsible for employment laptops guests utilize for employment related matters.
14. Maintains a positive, encouraging Christian work atmosphere by demonstrating appropriate Customer Service C.A.R.E. standards.
 - A. **C**ommitted – Performs job with integrity – respects and honors others
 - B. **A**ttentive – Models honesty and courtesy to all. Good listener.
 - C. **R**esponsive – Takes responsibility for quality results. Serves effectively.
 - D. **E**xcellent – Seeks to improve performance while providing excellent service.
15. Prepares monthly reports to Guest Services Manager as required.
16. Attends community meetings as directed by Guest Services Manager.
17. Assist with other duties as needed and as directed by the Guest Services Manager.

Knowledge, Skills, Abilities:

1. Excellent oral and written communication skills.
2. Excellent organizational skills and strong interpersonal skills.
3. Familiar with community social service providers.
4. Proficient in basic computer use (i.e., MS Office applications).
5. Knowledge of substance abuse and recovery required.
6. Valid OR state driver's license.
7. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.

Education: BA/BS Degree (Social Services or similar preferred).

Experience: Minimum of 3 years of social service, counseling or related ministry work.

