

Union Gospel Mission of Salem
Job Description

POSITION TITLE: Client Services Coordinator
MINISTRY DEPARTMENT: Transitional Services – Grear St. Transitional House
REPORTS TO: **Men’s Ministries Director**
FLSA: Non-Exempt
LOCATION: 2360 Grear Street NE, Salem OR 97301
STATUS: Full Time, Monday-Friday

Job Summary:

Responsible for the daily supervision of program clients, interns, and volunteers. Assist with general household, janitorial, cooking, and daily client needs. Implement case management sessions, providing support, encouragement, and accountability to clients in the process of transition from incarceration and homelessness to sustainable community reentry.

Essential Job Duties:

1. Maintain a positive, encouraging Christian work atmosphere; consistently demonstrating C.A.R.E. standards with clients, volunteers, guests and co-workers.
 - **Committed** – Performs job with integrity – respects and honors others
 - **Attentive** – models honest and courtesy to all. Good listener
 - **Responsive** – Takes responsibility for quality results. Serves effectively
 - **Excellent** – Seeks to improve performance while providing excellent service
2. Proclaim the Gospel of Jesus Christ in word and deed. Provide consistent spiritual guidance and accountability to each client.
3. Maintain adequate client records, track statistical program data, collect/record program fees and generate monthly status reports as directed.
4. Disseminate, accept, review and approve program applications. Ensure applications are complete and accurate. Conduct intake interviews with prospective clients Facilitate the orientation process for incoming clients.
5. Ensure cleanliness, campus safety, adherence to programmatic guidelines and identify maintenance issues by conducting thorough daily inspections. Report deficiencies, submit maintenance request and provide corrective measures for clients not adhering to guideline expectations.
6. Coordinate and maintain necessary housing supplies:
 - Maintain adequate food reserves and kitchen supplies.
 - Maintain appropriate household bedding, cleaning and toiletry supplies.
 - Maintain appropriate maintenance and landscaping materials.
7. Under the supervision and direction of the Men's Ministries Director, coordinate, facilitate, and consistently engage in scheduled house devotionals, bible studies, case management sessions, and other approved campus events.
8. Attend various Mission functions and meetings as required.
9. Assist with additional duties as required.

Knowledge, Skills, Abilities:

1. Good organizational skills with ability to work in high paced, multi-task environment.
2. Ability to provide basic supervision to intern and volunteer personnel.
3. Proficient in Microsoft Word, Excel, and Outlook programs
4. Valid Oregon driver license:
5. Ability to safely operate Mission vehicles
6. General household, maintenance, and janitorial skills
7. Possess valid Food Handlers Card
8. Must agree with Union Gospel Mission of Salem’s Statement of Faith and Standards of Conduct.



Education:

High School Diploma or GED

Experience:

Minimum of 2 years' experience in 'reentry', and/or 'rescue' ministry or closely related field.

