

Union Gospel Mission of Salem

Job Description

POSITION TITLE:	Restorative Services Assistant – AM or PM Shift(s)
MINISTRY DEPARTMENT:	Simonka Place (500)
REPORTS TO:	Restorative Services Administrator
FLSA STATUS:	Non-Exempt
LOCATION:	Simonka Place 5119 River Road N, Keizer, OR 97303
STATUS:	Full Time and Part Time; Rotating shifts with other staff to cover evening 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
 - Answering phones
 - Front Door Security
2. Assist in maintaining on-going client files.
3. Provide crisis intervention information and referral help.
4. Administer Urine Analysis (UA) and/or Breathalyzer tests as needed.
5. 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.
6. Assist in maintaining the safety and cleanliness of the shelter/facility.
7. Communicate with all Simonka Place staff through established procedures.
8. Attend various Union Gospel Mission functions and meetings as required.
9. 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
 - Pray with Restorative Services clients

Knowledge, Skills, Abilities:

1. Strong interpersonal and communication skills.
2. Good organizational skills with ability to multi-task.
3. Willing to learn/teachable spirit.
4. Experience/willingness to confront difficult behavior consistently and respectfully.
5. Ability to work independently and as part of a team.
6. Ability to deal in a respectful, caring manner with clients who are emotionally distraught, sometimes hostile, and/or verbally abusive.
7. Basic computer skills, including Microsoft Office 2010 applications (Word, Excel, Outlook).
8. Valid Oregon Driver’s License.
9. Must agree with Union Gospel Mission of Salem’s Statement of Faith and Standards of Conduct.
10. Bi-lingual (English/Spanish) preferred, but not mandatory.

Education: High School Diploma or GED



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

