



JOB TITLE: Overnight Intake Specialist
REPORTS TO: Program Director
STATUS: Non-Exempt/Full-time

SUMMARY OF POSITION:

Under the direction of the supervisor, major aspects of this position include: 1) Supervising the daily activities of mission guests. 2) Keeping accurate statistics. 3) Maintaining the general, efficient and safe operation of the shelter facility.

ESSENTIAL FUNCTIONS:

- Greet and assist visitors, volunteers, donors and guests.
- Ensure a positive, supportive, and safe environment for guests.
- Work front desk: answer phones on a multi-line system, accept, receipt, and log donations, handle inquiries in a professional manner, notify staff and guests when a visitor arrives and maintain general office operations.
- Check in new guests according to MRM guest policies and procedures; inform guests of same.
- Respond appropriately to emergency situations such as fire, water damage, or accidents.
- Understand and operate all security systems including alarms, fire panel, and smoke detectors.
- Facilitate compliance of house rules through shelter guest acceptance, sleeping assignments, collecting samples for urinalysis, and administering breathalyzer.
- Supervise the daily activities of shelter guests.
- Respond to and diffuse situations before escalation and handle disputes/altercations appropriately.
- Provide spiritual guidance and prayer when requested.
- Follow up as directed regarding referrals to Federal, State and local agencies and resources.
- Keep accurate daily records of guest population and activities.
- Enter guest information into the database, in an accurate, full and timely manner.
- Hold guests accountable and ensure they are following shelter policies.
- Perform daily room/bed inspections and chore compliance.
- Making regular perimeter checks of grounds and buildings.
- Follow necessary safety and security measures.
- Actively participate in staff/team meetings.
- Report maintenance concerns.
- Other duties as may be required.

SKILLS AND QUALIFICATIONS

- Mature Christian who has a heart to work in a ministry environment that reaches out to the poor, homeless, recovering addicted, and mentally ill in a zero-tolerance facility.
- Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- Handle crisis and unexpected situations with calm and clear thinking.
- Ability to multi-task, listen and follow instructions.
- Thorough, systematic and organized regarding security and protocol.
- Computer literate, able to use basic office equipment.
- Possess excellent customer service skills



- Able to work with people in varied circumstances related to homelessness including recovery and mental illness and to treat individuals with dignity and respect in all situations.
- Able to contact emergency services as appropriate including but not limited to police, fire, security, and MRM management.
- Knowledge of Microsoft Office software; able to read and write to complete reports and accurately input information.
- CPR/First Aid certification preferred
- Previous experience working in human services preferred
- Knowledge of drug and alcohol and mental illness helpful

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously 67%-100%

- In good physical health, able to climb stairs numerous times per shift
- Environment will be odorous – *frequently* due to interactions on a regular basis with people who may be intoxicated and are battling homelessness, addiction, mental illness and brokenness.
- Standing, walking, sitting, climbing: *continuously on an on-going rotational basis*
- Lifting: *Occasionally, up to 50 lbs.*

EDUCATION & EXPERIENCE:

- High school diploma or GED
- Additional related coursework or training, desirable.
- Previous ministry experiences desirable
- Nonprofit and/or social service experience desired.

Requirement:

Montana Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious, and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the spiritual activities of Montana Rescue Mission including leading/participating in prayer, devotions, bible studies, etc.;
- Subscribe to Montana Rescue Mission Statement of Faith, Core Values, and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Montana Rescue Mission Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive.

Signature

Printed Name

Date