

**Job Title:** Client Supervisor

**Department:** Rescue Mission

**Reports directly to:** Men’s Ministry Program Director

**FLSA Classification**:  Full-Time, Non-Exempt, Hourly

**Job Summary:** The role of the Client Supervisor is to work closely with the Men’s Ministry Program Director to see that the ministry and delivery of program services to our clients meets or exceeds the standards set by the Executive Director/CEO. This job requires a mature faith in Jesus, resulting in a high level of excellence in the fulfillment of our mission.

**Religious Qualifications:** Haven of Rest Ministries reserves the right under the Federal Law to hire individuals who share the Christian Faith and the ministries doctrinal beliefs.

Job qualifications are listed in each specific job description. The following personal requirements, however, are common to all positions at The Haven. We desire our ministry team to lead a careful, exemplary Christian lifestyle that is “above reproach” so that:

* Unbelievers will see, hear and respond positively to our leadership as we direct them toward the grace of Jesus Christ, and
* Believers will be encouraged, strengthened and desirous of emulating the godly character qualities they see in us.

 As a valued employee of the Haven of Rest Ministries, Inc. it is a necessity that he or she:

* Be a born-again believer in the Lord Jesus Christ as expressed by a personal testimony and Christian conduct.
* Be a member in good standing of a recognized evangelical church.
* Have a genuine concern for the salvation of the souls and the spiritual welfare of Ministries’ clients.
* Agree with the Doctrinal Statement of the Haven of Rest Ministries, Inc.
* Abstain from the use of illegal drugs and the abuse of alcoholic beverages, prescription and non-prescription drugs.
* Have a lifestyle that is free of sexual sin (to include pornographic materials, homosexuality, adultery, premarital sex, and fornication, etc.).
* Have high standards of personal hygiene and housekeeping relative to appearance, clothing and office area.
* Have the ability to work in harmony with other Haven of Rest Ministries valued employees.

In areas of Christian liberty, we ask you to exercise discretion with the focus of being a positive, godly role model in our community. Our message is Christ, the cross and what is clear in scripture.

**Job Duties and Responsibilities:**

* Consistently creates a welcoming environment for clients by greeting and assisting them
* Responsible for clarifying and enforcing mission policies and procedures
* Daily communicate with Program Director on any concerns
* Assist clients in coordinating necessary services internally and externally of the ministry
* Maintains proper channels of communication within the facility
* Supervises behavior of clients in all areas inside and outside of the building
* Monitoring phone calls, dispensing medication, transport of all clients
* Perform Random security checks to prevent contraband from entering the premises
* Monitor environment to ensure weapons are not on premises
* Coordinate with local officials in law enforcement, fire department, EMS, etc.
* Performs roll check and makes hourly rounds
* Issues bedding, towels, toiletries etc. as needed
* Monitors security cameras
* Check and monitor the access control of people coming and going at the Mission
* Performs daily dorm inspections, scheduled and spontaneous
* Maintains a safe environment for clients
* Consistently monitors lights and thermostats to conserve energy
* Responsible for cleaning and mopping the Mission area, cleaning and vacuuming the conference room, break room, hallway, and taking out the trash
* Oversees walk in cooler and freezer temperatures
* Responsible for washing, drying, and folding laundry (3rd Shift)
* Performs other duties as needed

 **Competencies:**

* Outstanding documentation and problem solving skills
* Under the supervision of the Men’s Ministry Program Director the ability to supervise, motivate, and delegate to clients effectively
* Excellent attention to detail and accuracy
* Ability to handle adversity and conflict with successful outcomes
* Strong communication and leadership skills
* Excellent time management and organization ability
* Ability to handle confidential information in a discreet, professional manner
* Possess a strong commitment to team environment while working well with others which includes treating clients, employees, customers, and volunteers with respect and dignity

**Skills:**

* Basic knowledge of computer and phone systems
* Working knowledge of ministry, case management, and/or Life Dominating Problems/Addiction

**Work Environment:**

* Works primarily in a climate controlled environment with minimal safety/health hazard potential

 **Physical Demands:**

* Ability to be punctual and attend work on a regular and consistent basis
* Ability to concentrate with various interruptions and various noise levels
* Must be able to stand 70% of the time
* Occasionally will be expected to lift boxes up to 30+ pounds

**Minimum Education Requirements:**

* High School Diploma, GED, or Specialized Training in Ministry, Case Management, or Life Dominating Problems/Addiction

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Employee Signature                                               Date