

Midland's Open Door

Job Description

The life-transforming power of the gospel of Christ calls us to walk with the homeless, hungry and hurting; modeling God's love through biblical hospitality and supportive services.

Position Title	Outreach Coordinator and Therapist
Supervisor	Program Director
Effective Date	05.20.2023
Status	Full-time Exempt Employee

Summary

To assist in fulfilling the purpose and mission of Midland's Open Door (MOD) via direct responsibility for the implementation of crisis case management services for MOD's community guests, case management services for shelter guests, and provision of individual, group, and family counseling

Essential Functions

1. Establish rapport with guests and advocate for their needs as appropriate
2. Perform assessments, create and develop goal plans, and provide referrals to area resources to address six service areas: Spirituality; Physical and Mental Health; Education, Training, and Employment; Financial Health; Housing; Relationships
3. Maintain flexible counseling service hours to provide individual, group, and family counseling to current and former shelter guests in need of clinical services
4. Use family-centered, strengths-based, trauma-informed approaches, all with a spirit of cultural humility, to build relationships with individuals and families involved in MOD services
5. Act as a consultant for mental and behavioral health concerns within MOD programs and assist with training of shelter case managers and student interns as assigned
6. Participate in staff meetings and case consultation
7. Maintain a high standard of confidentiality while providing accurate and timely documentation, including regular audits of case files
8. Maintain shelter guidelines and daily activities and arbitrate disputes and disagreements among shelter guests as needed
9. Administer urinalysis and breathalyzer screens as needed
10. Represent the ministry at community events and meetings
11. Establish and maintain working relationships with other service providers in the greater MidMichigan area and represent MOD at cross-agency meetings as assigned
12. Ensure accurate statistical data is gathered and reported in a timely manner
13. Minister spiritually to the shelter guests, encouraging Christlikeness and modeling godly attitudes and behaviors
14. Serve on the leadership team to advise in matters relating to the implementation of the strategic plan and assist in the development and implementation of policies and procedures
15. Implement and supervise Family Support Program; screen and assess families and family members for program appropriateness; recruit faith communities for program involvement and maintain supportive engagement through regularly scheduled meetings and training opportunities
16. Assist in the planning, evaluating, developing, implementing, and maintaining of program budget to promote godly stewardship within the ministry
17. Work to protect the ministry's reputation
18. In this community-based position, employee must maintain a valid motor vehicle operator license with driving records acceptable according to MOD policy

19. Primarily a full-time, first shift schedule; however, must be able to work flexible hours to support program service delivery, shelter operations, and special projects or events held in the evening or on the weekend, including participation in Sunday shelter rotation schedule
20. Support program staff by maintaining on-call hours
21. Additional duties as assigned by the Program Director

Qualifications

- Provide a clear biblical testimony of a personal experience of receiving, by faith, the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13; Ephesians 4:20-32; Philippians 1:9-11, 3:7-11)
- Actively seeking the unity of believers
- Exhibit Christian maturity as a member in good standing of a Christ-centered church
- Possess a desire to serve in meeting the physical, spiritual, emotional, and relational needs of the homeless, hungry, and hurting, pointing them to Jesus Christ as Savior and Lord and teaching and modeling biblical stewardship and godly, interdependent living

Education and experience

- Minimum 5 years of case management or related client advocacy work
- Master's Degree (MA/MS/MSW) plus one year clinical experience
- Licensed Professional Counselor, Licensed Master Social Worker, or Licensed Psychologist (LLPC, LPC, LLMSW, LMSW, TLLP or LP)

Skills and abilities

- Ability to administer the ministry's programs and institute and interpret the program policies and procedures
- Must be an effective leader with the ability to establish and maintain effective working relationships with peers, volunteers, shelter and soup kitchen guests, and the public
- Ability to present ideas clearly and concisely, orally and in writing
- Knowledge of the dynamics of homelessness, substance abuse, mental health, and poverty
- Strong interpersonal skills and demonstrated ability to relate to people from diverse backgrounds
- High personal integrity
- Effective problem-solving, conflict resolution, prioritization, and multitasking skills
- Strong ability to manage the operation of office tools: word processing, spreadsheets, e-mail, and calendaring

Physical

- Ability to sit or stand for extended periods of time to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Ability to climb stairs
- Ability to occasionally lift and move objects weighing up to 35 pounds

Employee Signature

Date