

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	Shelter Coordinator
Supervisor	Director of Shelters & Programs
Effective Date	11/19/2025
Status	Exempt

Summary

To assist in fulfilling the mission and vision of Midland's Open Door (MOD) by providing strong leadership, effective team coordination, and hands-on management of crisis shelter programs and operations. This role ensures that staff, volunteers, and guests experience a safe, supportive, and Christ-centered environment marked by excellence, collaboration, and compassionate care.

Essential Functions

1. Supervise, mentor, and develop shelter staff, interns, and program volunteers, fostering a unified, high-performing team environment.
2. Oversee daily shelter operations, ensuring the safety, well-being, and high-quality service delivery for all shelter guests from intake through exit.
3. Uphold MOD shelter guidelines and daily routines, mediating disputes and promoting healthy community living.
4. Administer urinalysis and breathalyzer screens as needed.
5. Oversee cleanliness, order, and safety throughout the shelter, ensuring a welcoming and secure environment.
6. Provide case management services—including crisis planning, biblical counseling, advocacy, and referrals—to support shelter guests in achieving stability and growth.
7. Maintain strict confidentiality and ensure accurate, timely documentation, including conducting regular audits of case files.
8. Lead morning devotionals, facilitate discipleship opportunities and independent Bible studies with guests, and encourage church involvement.
9. Collaborate with the leadership team to coordinate, evaluate, and enhance programming for shelter guests.
10. Ensure accurate statistical data collection and timely reporting.
11. Represent the ministry at community events, meetings, and collaborations.
12. Build and maintain strong relationships with area churches, community agencies, and ministry partners.
13. Lead and/or participate in shelter staff meetings, encouraging teamwork, communication, and operational effectiveness across the ministry.
14. Assist in planning, monitoring, and evaluating the program budget, promoting wise, godly stewardship of resources.
15. Serve as part of the leadership team, providing insight related to shelter operations, supporting the strategic plan, and assisting in the development and implementation of ministry policies and procedures.

16. Maintain on-call availability to support direct reports, including weekend rotation, and participate in the Sunday shelter rotation schedule.
17. Perform additional duties as assigned by supervisor.

Qualifications

- Must 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).
- Active membership in a Christ-centered church and commitment to Christian maturity and the unity of believers.
- Strong desire to serve the homeless, hungry, and hurting—addressing physical, spiritual, emotional, and relational needs while pointing guests to Jesus Christ and modeling biblical stewardship and interdependent living.

Education and experience

- Bachelor's degree in a human services field preferred.
- Proven management or supervisory experience required, with a demonstrated ability to lead teams effectively.

Skills and abilities

- Ability to administer ministry programs and effectively implement, communicate, and interpret policies and procedures.
- Strong leadership skills with the ability to build cohesive teams, inspire collaboration, and maintain positive working relationships with staff, volunteers, guests, and community partners.
- Clear and concise communication skills, both oral and written.
- Knowledge of homelessness, substance abuse, mental health, and poverty dynamics.
- Strong interpersonal skills with the ability to relate to individuals from diverse backgrounds with compassion and respect.
- High personal integrity and professionalism.
- Skilled in problem-solving, conflict resolution, prioritization, and multitasking.
- Basic competency in office tools such as word processing, spreadsheets, email, and calendaring.

Physical

- Ability to sit or stand for extended periods.
- Ability to manipulate, handle, and operate equipment or items as required.
- Ability to climb stairs.
- Ability to read, write, and interpret documents.
- Ability to occasionally lift and move objects weighing up to 35 pounds.

Employee Signature

Date