

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	Community Resource Specialist
Supervisor	Shelter Coordinator
Effective Date	03.23.2026
Status	Full-time Non-exempt Employee

Summary

To support the mission and purpose of Midland's Open Door (MOD) by overseeing crisis shelter guests, managing daily operations, and partnering with the Shelter Coordinator to assist in the case management process, including connecting guests with local resources.

Essential Functions

1. Oversees all aspects of shelter guest supervision, including conducting intakes, assigning beds, monitoring behavior, facilitating medication management, administering drug screens, completing incident reports, ensuring timely documentation, and supervising work-program assignments.
2. Provides spiritual care to shelter guests, encouraging Christ-likeness and modeling godly attitudes and behaviors.
3. Establishes rapport with guests and advocates for their needs as appropriate.
4. Ensures facility security and guest safety at all times.
5. Maintains accurate guest files, call logs, and shift logs.
6. Ensures proper implementation and use of MOD policies and operating procedures.
7. Actively participates in staff meetings and case consultations.
8. Builds and maintains effective working relationships with partner agencies and service providers in the greater Mid-Michigan area, representing MOD at cross-agency meetings and events as designated by supervisor.
9. In collaboration with the shelter coordinator, assists guests in completing goal plans and provides referrals to area resources to address six areas of case management:
 - Spirituality
 - Physical and mental health
 - Education, training, and employment
 - Financial health
 - Housing
 - Relationships
10. Attends MOD sponsored meetings and events, including religious activities, as assigned by supervisor.
11. Represents the ministry with integrity and works to protect its reputation at all times.
12. Assists with other departmental ministry work as needed and maintains open, effective communication with peers and all ministry staff.
13. Welcomes, supervises, and supports volunteers, particularly those serving in areas connected to this position.
14. Performs additional duties as assigned by supervisor.
15. Primarily a first shift schedule; however, must be able to work flexible hours to support case management services, shelter operations and special projects or events that are held in the evening or on the weekend. Must participate in Sunday shelter rotation schedule.

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.
- Shows a genuine desire to serve the physical, spiritual, emotional, and relational needs of those who are homeless, hungry, and hurting—pointing them to Jesus Christ and modeling biblical stewardship and godly, interdependent living.
- Must maintain a valid motor vehicle operator license with driving records acceptable to MOD policy.

Education and Experience

- Bachelor's degree in a human service field or equivalent experience.
- A minimum of two years of case management or related client advocacy work.
- Must be a growing disciple of Christ who is able to disciple others in their walk with God.
- Prior experience in rescue ministry or direct service work is preferred.

Skills and Abilities

- Ability to administer ministry programs and accurately interpret and apply policy and procedures.
- Ability to establish and maintain effective working relationships with peers, volunteers, and shelter and soup kitchen guests.
- Strong oral and written communication skills.
- Ability to relate well to individuals from diverse backgrounds.
- Demonstrates high personal integrity.
- Strong problem-solving and conflict-resolution abilities.

Physical

- Ability to sit or stand for extended periods.
- Ability to climb stairs.
- Ability to handle, manipulate, and operate needed equipment or items.
- Ability to communicate effectively with guests, coworkers, and volunteers.
- Ability to read, write, and interpret documents.
- Ability to occasionally lift and move items up to 40 pounds.

Employee Signature

Date