



KNOX AREA RESCUE MINISTRIES

Restoring Lives In Jesus' Name

Title: FrontLine Team Member
Department: FrontLine
Reports To: FrontLine Shift Leader, Welcome Center Manager
Direct Reports: NA
Status: Nonexempt; full-time, part-time, PRN; availability for all shifts required

Summary

The FrontLine Team Member creates a safe, respectful, hospitable environment in which basic necessities of life are provided to support the care for guests. Maintains a fertile and stimulating environment of hope for client commitment to personal change. Utilizes community knowledge and administrative skills to advocate in connecting guests to needed resources. Monitors the activities of guests in all areas of the facility. Is available to offer one-one care, encouragement, and support. Team Members, depending on individual skill set and experience, will be cross-trained for the *Crossroads Welcome Center*, *Hope Haven* (women's overnight shelter), or *Samaritan Place* (men's overnight shelter).

Duties

Crossroads Welcome Center

- Greet guests with overwhelming biblical hospitality
- Establish with guests guidelines and provisions for service utilization
- Establish with guests a beginning sense of safety and hope, for personal growth and change
- Establish within the community a sense of safety, mutual respect, and support
- Assess immediate needs of guest
- Work one-on-one with individuals to establish minimum accountability and support framework
- Provide triage or crisis intervention as necessary
- Assist guests with all welcome center services, i.e., bag storage, daily scanning of guests, mail distribution, stranded traveler assistance, etc.
- Conduct HMIS interviews and input data
- Create HMIS identification badges
- Ensure that all guests are compliant with all KARM policies, i.e., TB skin test, photo ID/HMIS, etc.
- Assist guests who are seeking recovery services
- Assist guests in connecting with community agencies/partners for service
- Provide community resource information
- Inform guests of other KARM programs, i.e., LaunchPoint, Serenity Shelter, job training programs, etc.
- Provide supervisors and other ministry staff with appropriate and pertinent information regarding ongoing guest service delivery in a timely manner
- Maintain necessary documentation for efficient service delivery and accomplishing of ministry purpose
- Supervise and train volunteers as assigned
- Provide spiritual comfort through listening, prayer, and sound biblical consolation to guests as the opportunity presents
- Represent KARM appropriately to guest, volunteers, partner agencies, etc.
- Exhibit a caring Christian lifestyle to guests, staff, volunteers and donors

Hope Haven / Samaritan Place

- Greet guests with overwhelming biblical hospitality and respect
- Check in evening guests: assign beds, distribute linens, towels, and toiletries

- Ensure that all guests are compliant with all KARM policies, i.e., TB skin test, photo ID/HMIS, etc.
- Ensure that all guests shower before assigning beds
- Ensure the safety and security of the environment
- Be alert, aware, and attentive to surroundings at all times
- Monitor guest activities during shelter stay to further ensure safety and security of staff, volunteer and guests and environment
- Maintain necessary documentation for efficient service delivery and accomplishing of ministry purpose
- Supervise and train volunteers as assigned
- Provide spiritual comfort through listening, prayer and offering sound biblical consolation to guests as the opportunity presents
- Represent KARM appropriately to guests, volunteers, partner agencies, etc.
- Exhibit a caring Christian lifestyle to guests, staff, volunteers and donors

Requirements

- Demonstrated ability to establish with guests a feeling of trust, safety, consistency, and hope
- Ability to share the Gospel
- Ability to show grace, be hospitable, and to be an example of servant leadership
- Ability to demonstrate Christian values and beliefs when interacting with guests, peers and the public
- Ability to show compassion, set appropriate limits, and exercise mature judgment regarding any necessitated service restriction
- Experience leading to a basic understanding of mental illness, alcohol and drug addiction issues, physical and sexual abuse, and poverty, specifically in regard to how to communicate with guests affected by these, how to identify and respond to a crisis, and how to diffuse situations
- Ability to safely diffuse tense situations and to de-escalate potentially harmful or violent situations
- Competent user of Microsoft Office applications and other office equipment
- Ability to give direction to others
- High degree of flexibility and resourcefulness
- Basic problem solving skills
- CPR and basic First Aid
- AS or equivalent education and experience
- 2-3 years related experience preferred
- Basic organizational and follow-up skills

Working Conditions

- Ministry campus facility where emergency rescue services are provided
- Exposure to stressful client situations requiring compassion and discernment
- Walking, standing, sitting, bending and minimal lifting required
- Attendance at meeting and occasional special events