



## ROLE DESCRIPTION

**Role:** Community Facilitator Team Leader (Helps to create a positive environment within the community of people residing and working in the City Gospel Mission Homeless Shelter while providing leadership for the CF Evening Team.)

**DEPARTMENT:** Homeless Services - *HS is the oldest ministry of City Gospel Mission (CGM.) We exist to provide emergency housing and an opportunity for a life reset for men in need throughout the greater Cincinnati area.*

**REPORTS TO:** Executive Director, Cincinnati Homeless Services

**CLASSIFICATION/ STATUS:** Full-Time (40 Per Week) Most shifts will be throughout the work week from 11:30am-7:30pm. However, some flexibility is required.

### **GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:**

One of the Community Facilitator's main functions is to oversee shelter participants and uphold the peace of the building. Community Facilitators are our front-line staff and have a great opportunity to interact and get to know shelter participants, volunteers and staff. Community Facilitators attend to residents and guests while they are on the property participating in ministry activities, including dinner, chapel and night-time shelter. This position helps to oversee the safety and wellbeing of all guests and volunteers. Community Facilitators work closely with the Shelter Director, Intake Coordinator, Case Managers, Volunteers, and the Homeless Services team as a whole to ensure that the men in our program are working toward positive physical, social, mental and spiritual transformation.

This full-time facilitator role would serve as the Team Lead facilitator during his/her shifts. The person may take on additional responsibilities as needed.

### **MAJOR POSITION RESPONSIBILITIES:**

1. Conduct the work of Community Facilitator in a way that is consistent with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.
2. Establish a productive working relationship with the men who are staying at the shelter. Help to maintain a friendly and respectful environment that is conducive to ministry.

3. Follow the prescribed guidelines for receiving and recording intakes when needed. This includes navigating Vesta, the bed assignment sheet, the CAP reservation sheet, CGM email and our team communication blog.
4. Community Facilitators must be able to handle crisis situations effectively. Aiding residents who have urgent needs will require sound judgment and initiative, since some situations cannot wait for a supervisor, another case manager or leadership staff, to engage at that moment of need. The ability to de-escalate and prevent conflicts, while helping individuals process situations, are critical skills. Community Facilitators may need to: Call Emergency Personnel or show Emergency Personnel where to go upon arrival or Sit with a Resident until Emergency Personnel arrive, etc.
5. Provide complete, accurate and timely documentation.
6. Ensures adherence to all policies and procedures for guests, residents and volunteers.
7. Work collaboratively as part of the homeless service team to achieve organizational goals, in an environment that changing frequently. As a consequence, staff members should be comfortable if we need to modify in our programs, polices, and procedures.
8. Answer phone calls and assist with questions and transfer calls properly as needed.
9. Provide guidance and support to volunteers and donors who are teaching classes, preparing a meal or touring the facility as needed.
10. Ensure safety of property and guests.
11. Oversee and assist with serving meals as needed.
12. Pray regularly for residents, staff and City Gospel Mission. We value the power of prayer and encourage staff to pray. Spiritual growth is encouraged, but not forced on residents. We believe praying for community has a positive impact on residents and staff.

### **Community Facilitator 2<sup>nd</sup> Shift Team Leader Major Responsibilities**

1. Oversee the 2<sup>nd</sup> Shift Community Facilitator staff. Including providing training coaching and support.
2. Conducting annual performance reviews.
3. Create and post the weekly Community Facilitator schedule in a timely manner. This includes finding coverage for open shifts.
4. Submit Community Facilitator timecards to Shelter Director and Assistant to the VP in a timely manner every other week as part of the payroll process.
5. Handle conflict as needed.

6. Assist with overseeing and ensuring accuracy of the bed sheet, and VESTA data.
7. Provide additional training to staff on VESTA, and our Google Docs—including coordinating times for new hires to be trained in VESTA with the Partnership Center.
8. Meet at least monthly with all direct reports to provide support and guidance
9. Meet with Community Facilitator Day Team Leader at least weekly.
10. Collaborate closely with Case Managers to relay any important or relevant information about residents who are part of their caseloads.

As with all CGM staff members, the person in this role will complete other work-related duties as assigned.

#### **PERSONAL REQUIREMENTS:**

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Must pass background and drug test.

#### **PHYSICAL REQUIREMENTS:**

1. The person in this role will make rounds throughout our Homeless Shelter.
2. This requires ascending/descending stairs, lifting or moving up to 25 pounds of office equipment or furnishings in a residential setting.
3. The person in this position frequently communicates with program participants and staff who have inquiries about daily tasks or changing conditions. She/he must be able to verbally exchange accurate information in these situations.

#### **SKILLS AND EDUCATIONAL QUALIFICATIONS:**

1. A High School Diploma or equivalent.
2. Three years or more experience working with Homelessness, Substance Abuse, Mental Health, Housing, and the Criminal Justice systems is preferred.
3. General knowledge of computer programs such as Outlook, Word, Excel, PowerPoint, and Google Docs.
4. The person in this role should be to say no and maintain appropriate boundaries, while being gracious in doing so.

5. Leadership/management of a previous team or work group is preferred.

Interested candidates, please submit a resume to Kelly Wilson at [KWilson@citygospelmission.org](mailto:KWilson@citygospelmission.org)

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