



**Job Title:** Homeless Shelter Residence Assistant

**JOB TYPE:** PART TIME / WEEKENDS / FLEXIBLE

**Department:** Victory Square Men's Shelter

**Reports To:** VS Manager

**Salary Grade:** Range \$10.30-\$12.00

**Date Revised:** February 2021

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## Job Description

### General description of work:

Front desk hospitality clerk meets and greets all guests at our Victory Square, a 150-bed housing unit for homeless men and men in recovery. We share God' love through intentional relationships with all of our fellow "sojourners". A clerk is responsible for processing all guest stays and serving at the hub of daily shelter operations.

### Essential Functions:

Duties include but are not limited to:

- The ability to keep accurate records: to answer the phone in a courteous manner, take messages, write receipts, handle cash/credit cards
- Database entry and management
- Adhere to safety procedures
- Monitor cleanliness according to health department regulations
- Set up meals as needed for our guests

### Relationship building:

- Greet and engage "sojourners" with a smile and warm demeanor so they feel comfortable sharing their personal story of crisis and victory
- Establish healthy boundaries and clear expectations with the "sojourner" so they know what is required of them to stay at our facility.

### Qualifications:

- The ability to show Christ's love to those around them
- The capacity to set healthy boundaries and establish fair practices with all guests
- Skills in conflict mediation and deliberative dialogue

**Personal Attributes and Values:**

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ; Possess and demonstrates excellent integrity
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners

**Equipment Used:**

- Computer with Microsoft Office, Google Apps for Business, and other online programs
- Ability to drive or get transportation to meetings and events

**Physical Demands:**

With any position at Springfield Victory Mission it is impossible to predict the many requests and assignments that can and will be made on an employee. Typically the employee will be asked to sit for an extended period of time, move from place to place, interact with other staff, and lift items up to 50 pounds during shifts throughout the day.

**Education and/or Certification:** Degrees that would support this position include but are not limited to; counseling, human services, sociology, social work, criminology, and psychology.

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