



## JOB DESCRIPTION

<b>Position</b>	<b>Department</b>	<b>Reports to</b>
Ministry Support Coordinator	Men's ES	Campus Director
<b>Employment Status/Schedule</b>	<b>FLSA Status</b>	<b>Salary Level</b>
Full Time; 1 <sup>st</sup> shift	Non-Exempt	6
<b>Location</b>	<b>JD Number</b>	<b>Last Update</b>
Gateway Men's Center	05-04	3-14-23

### **Purpose/Mission/Vision**

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community. Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen. Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

### **Position Summary**

The Ministry Support Coordinator provides administrative support to the Campus Director in order to effectively and efficiently meet the needs of staff and guests.

### **Essential Duties & Responsibilities**

#### **Staff Support**

- Provide administrative support to the Campus Director, Residential Ministries Manager and Guest Advocate including, but not limited to filing, typing, copying documents, monthly surveys, phone calls for staff, updating ministry documents, spreadsheets, and other clerical duties.
- Track GMC shelter metrics and data utilizing Mission Tracker.
- Write thank you notes on behalf of GMC.
- Maintain Mission Tracker database entering guest intake information; maintain Service Point database complying with State and local Lakeshore Housing Alliance Guidelines.
- Participate in staff meetings keeping meeting minutes; maintain Guest Snapshot Worksheet and meet regularly weekly with Campus Director, Residential Ministries

Manager and Guest Advocate to review guests' moving forward plan., shelter operations, directives, and action items.

- Attend Weekly Staff Sync to discuss shelter operations, directives and action items.
- Maintain morning devotional chapel speaker schedule speakers, lead devotions when assigned.
- Act as liaison between Food Service and other departments for special events including holiday activities.
- Maintain storage allocation plan.
- Assist staff in the proper implementation and use of Gateway Mission policies and operating procedures.
- Coordinate efforts with staff in establishing and maintaining good working relationships with other service providers in the greater Holland area.

### **Guest Support**

- Monitor building security and client safety, complete incident reports for emergency situations when necessary.
- Provide oversight to the guest resources and voucher program including the resource room.
- Create and update slides for activities or events for announcement screens on a regular basis.

### **Personal Qualifications**

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

### **Education/Experience**

- High school graduate or equivalent required
- Minimum 1-2 years' office experience required
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

### **Skills and Abilities**

- Ability to administer programs, policies, and procedures
- Ability to communicate effectively – written, verbal and electronic communication
- Ability to establish and maintain effective working relationships with guests, volunteers, staff, and the public
- Intermediate computer skills (Microsoft Office 365, Outlook, Teams, Canva, Quicken, Signage Studio, data entry)

## Physical Activities/Demands & Work Environment

- Stand, sit, walk, climb stairs regularly; lift, bend, crouch occasionally to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Read, write, and interpret written documents
- Lift and move objects weighing up to 35 pounds regularly; up to 50 pounds occasionally
- Moderate exposure to environmental conditions including outdoor activities in both warm and cold temperatures. Limited exposure to environmental hazards including blood borne pathogens, air borne pathogens, bodily fluids

**2 Timothy 3:16-17** “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and are subject to possible modification to reasonable accommodate individuals with disability. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an 'at will' relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.