

## POSITION DESCRIPTION

<b>Reference No:</b> W15	<b>FLSA Status:</b> Non-Exempt	<b>Title:</b> House Supervisor
<b>Department:</b> Women's Ministry		<b>Grade:</b> 1
<b>Reports to:</b> Director, Women's Ministry		<b>Date Issued:</b> March 12, 2013
<b>Incumbent:</b>		<b>Date Reviewed:</b>
<b>Supervisor Approval:</b>		<b>Date Reviewed:</b>

### SUMMARY OF POSITION

Incumbent is responsible for overall security of the Women's Shelter and for coordination of the daily operations of the Women's Shelter. Incumbent performs duties in support of its Counselors.

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### All Shifts

1. Maintains a safe and secure environment for all guests of the Women's Shelter in accordance with specific instructions by the Director.
2. Makes sure all alarms are functioning and conducts hourly rounds to ensure that guests are in proper area.
3. Responds in a timely manner to any emergency situations, which may arise, using sound judgment and a calm deportment. Minimum physical force should be used when confronting a violent guest. The police should be called to remove such individuals or prowlers from Mission property. As appropriate, summons the police, fire department, ambulance or other appropriate assistance.
4. Prepares Incident Reports covering all significant problems, including unacceptable guest behavior encountered during the shift.
5. Ensures that all shelter areas are cleaned and/or waxed and buffed in accordance with the Director's instructions.
6. As necessary, puts away donations, weekly supplies and similar materials.

7. Accomplishes all interviewing, paperwork and drug/alcohol testing required to process incoming guests.
8. At the beginning and end of each shift worked meets with the House Supervisor going off and coming on duty for the purpose of exchanging information concerning the continuity of house operations.
9. Reports any unusual incidents to the next shift staff.
10. Requires ability to participate in or lead devotional times as well as ministering to and praying with guests, co-workers and donors with specific needs.
11. Assumes other duties and responsibilities as assigned.

#### Day Shift

1. Performs all duties and responsibilities listed under “All Shifts” above.
2. Manages routine daily activities of the Women's Center.
3. Participates in the case management of designated clients under close supervision of a Counselor/Teacher.
4. Supervises front desk operations and conducts intake interviews of newly arrived guests.
5. Supervises accomplishment of all chores assigned to shelter guests and orders all necessary cleaning supplies.
6. Schedules and oversees the work of volunteer individuals and groups.
7. Assists in accomplishment of designated computer operations.
8. Orders and picks up food from food bank, warehouse, donation center and Men’s Mission.

#### **QUALIFICATIONS**

1. Provides a biblically sound testimony of having accepted Jesus Christ as Lord and Savior and leads a life worthy of that profession. Actively engages in private and corporate prayer, Bible Study, regular church attendance, and holy living.
2. Agrees with and carries out responsibilities in accordance with the Mission’s policies that are included in the Bethesda Mission Directives, the Bethesda Mission Code of Conduct, the Bethesda Mission Statement of Faith, the Bethesda Mission Document on Sexual Sin and Brokenness, Value Statement and Narratives, and the Mission Statement.

3. Committed to serving the poor and homeless.
4. Possesses at a minimum a High School diploma or GED certificate.
5. Presents a history of stable and responsible employment with a minimum of two year's of successful employment.
6. Possesses the ability to work effectively with others in a positive, cooperative manner.
7. Ability to handle significant levels of stress inherent in Mission operation.
8. Obtains a satisfactory criminal record check from the Pennsylvania State Police.
9. Certified by the Department of Public Welfare as an individual whose name is not listed in the Statewide Central Register as a perpetrator of child abuse.

#### **OTHER REQUIREMENTS OF THE POSITION**

1. Ethical Boundaries: Incumbent has extensive contact with guests of the Women's Shelter. It is essential, therefore, that her department reflects a high level of integrity and moral behavior. Specific requirements are listed under "Ethical Boundaries for House Supervisors."
2. Emotional Requirements: Incumbent must demonstrate at all times the emotional maturity and stability necessary for compliance with the "Ethical Boundaries for House Supervisors".
4. Work Schedule Flexibility: While every effort will be made to accommodate individual work preferences, incumbent may be assigned to work any shift or any day of the week, depending on the needs of the Women's Shelter.

#### **ETHICAL BOUNDARIES FOR HOUSE SUPERVISORS**

1. Provides a strong Christian example for the guests.

*Behaviors which support this objective include:*

- Sets aside ample time for own spiritual development and nurturing through prayer, reading of Scripture, church attendance and regular fellowship with fellow believers.
- Appropriately shares her faith with guests during personal contacts and in the conduct of Women's Shelter devotions.

- Avoids advocacy or discussion of controversial doctrines, which are not central to the Gospel of Jesus Christ. The motto “No Law but Love – No Creed but Christ” is a good principle to follow in this regard.
- Makes it plain by actions and speech that you respect all guests.
- Maintains a loving, non-judgmental attitude in dealings with guests.
- Avoids language, discussions and jokes, which are inconsistent with a strong Christian witness.
- Maintains an attitude of support for this Ministry and its staff by guarding against the “Critical Spirit”.
- Places a high priority on personal integrity -- including honesty of speech and action, reliability, moral soundness, decency and self-respect.

2. Ensures that relations with guests reflect a high degree of professionalism.

*Behaviors which support this objective include:*

- Knows job well and performs accordingly.
- Knows, at least in general, what all other Mission employees are responsible for – particularly colleagues at the Women’s Shelter.
- Keeps abreast of all Mission policies and practices that have any bearing on responsibilities.
- Knowledgeable of help or assistance that may be available to guests from outside ministries and agencies.
- Avoids inappropriate shows of emotion in dealings with guests – realizing that once emotions get out of control, *you* are out of control.
- Be a good listener; it will provide useful information and protect you from drawing unwise, premature conclusions.
- Refrains from loaning, giving or receiving money and other personal property in dealings with guests.
- Avoids discussion of own personal problems with guests or in their hearing.
- Avoids discussion of other staff members or guests in the presence of guests – especially when such discussion is negative or critical.

- Avoids contact with guests outside the professional work context. Guests should not be permitted to contact House Supervisors by telephone or to visit a House Supervisor at her home. Social contact between House Supervisor and guests, except for those situations officially sponsored by the Mission, is also to be avoided.
  - Except in a dire emergency, a House Supervisor should never delegate her responsibilities to a guest.
  - Strives to maintain excellent working relationships with other House Supervisors and Women's Shelter staff.
3. Develops a strong reputation for compassionate impartiality in dealings with guests.

*Behaviors which support this objective include:*

- Consistently uses authorized disciplinary measures for maintaining house order and safety.
- Enforces house rules such as taking showers and attendance requirements without bias or favoritism. This includes the use of Incident Reports to record rules infractions.
- Avoids showing favoritism in the granting of special privileges.
- Avoids inappropriate use of humor and personal discussions that may convey the message that some guests are favored over others.

### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Works in office areas as well as throughout the facility and travels to other Mission facilities as required. Sits, stands for moderate periods of time, bends, lifts, walks a moderate amount, and climbs stairs throughout the building extensively during working hours. Interacts with guests, staff, visitors, etc., under all conditions/circumstances. May be subject to hostile and emotionally upset guests or visitors, etc. under all conditions/circumstances. May be exposed to infectious conditions including exposure to the AIDS and hepatitis B viruses. May be required to work extended periods of time at a computer.