



City Mission of Schenectady
425 Hamilton Street
Schenectady, NY 1205
518-346-2275

JOB DESCRIPTION

POSITION TITLE: Ministry Associate FLC

MINISTRY: Family Life Center

RESPONSIBLE TO: Sr. Director of Residential Ministries

LOCATION: 425 Hamilton Street

STATUS: Part Time/Non Exempt

PAY RANGE:

Summary/Objective

Responsible for maintaining an effective and efficient operation of hospitality and residency services of the Family Life Center

Essential Functions

- To provide a stable Christian witness and positive, supportive interactions with women and children from the community and other individuals seeking services at the Family Life Center.
- Conduct initial walk through facility to greet residents and let them know you are on duty and where you will be.
- Pray with and for residents and share the gospel when appropriate.
- Greet all visitors in a welcoming manner to cultivate a sense of acceptance, belonging and to create a positive first impression.
- Make initial assessment of needs and direct to the appropriate team member or shift leader
- Answer telephone in a friendly, professional manner; document and distribute telephone messages to team members and residents.
- Responsible for creating a loving and orderly environment treating residents and community members with dignity and respect, showing kindness and compassion addressing residency needs in a timely, polite and respectful manner.

Competencies

- Ability to express the ethics and ethos of the City Mission of Schenectady and have a working knowledge of the services offered and other agencies in order to provide internal and external referrals.
- Conducting screening/admission interviews and completing required documentation.
- Conduct drug testing as required.



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- Be available to provide self-administered medications to residents
- Make facility rounds in order to build relationships, enhance security and provide feedback needed for constant improvement and adaptation of the ministry.
- Plan, facilitate and participate in and/or promote recreational activities for the residents and children.
- Assist with caring for resident's children during classes and/or other program activities.
- Prepare apartments for incoming residents (set up and clean up).
- Distribute personal items to residents.
- Review residency expectations manual with residents assisting them to acquire attitudes and skills necessary to meet the residency expectations.
- Work cooperatively with the FLC team regarding service delivery and meeting resident's needs communicating appropriate information through shift notes, residency notes, and other forms of communication as designated by the FLC Director.
- Cooperate with law enforcement agencies as required.
- Create a loving and orderly environment.
- Serve as a mediator in conflict situations and seek to resolve matters with a calm and peaceful attitude.
- Act responsibly in emergency situations and take initiative in performing assigned tasks.
- Maintain order and cleanliness of facility and ensuring that it is locked and secure.
- Perform all duties with a spirit of cooperation and collaboration.
- Complete shift notes and other required paperwork and place in the FLC Director's mailbox.
- Other duties as outlined in Family Life Associate shift procedures.

Work Environment

This role routinely uses computers, phones, internet, social media, etc.

Physical Demands

This position requires moderate lifting. This position requires bending as well as the ability to lift boxes and products, it may also require standing for extended periods of time as necessary.

Position Type/Expected Hours of Work

This is a part time position and the specific schedule will be provided by the Sr. Director of Residential Ministries.

Travel

Not applicable

Education and Experience

- High School diploma or GED from an accredited facility. Associates Degree in Human Services Preferred.
- Must possess a desire to serve women in meeting their needs.



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- Experience working with individuals experiencing homelessness and who have mental health issues and/or alcohol and substance abuse.

Additional Eligibility Qualifications

- Valid NYS driver's license
- Ability to express the ethics and ethos of the City Mission of Schenectady and have a working knowledge of services offered by the City Mission of Schenectady and other agencies in order to provide internal and external referrals.
- Ability to offer instruction, encouragement and correction from Scripture
- Ability to relate to residents and community with dignity and respect
- Ability to maintain confidentiality of client records including health, medical, and educational records
- Ability to service the homeless and cultural diverse populations
- Experience ministering to women and children
- Ability to maintain a high level of consciousness and sensitivity of women and children
- Ability to create and maintain client records
- Ability to work independently
- Ability to establish and maintain effective work relationships with women, children, staff, volunteers, and community members
- Knowledge of cultural issues that may have a bearing on service populations
- Effective written and verbal communication skills
- Strong organizational and computer skills

Acceptance and Understanding

The following signatures constitute approval and understanding of the requirements, essential functions and duties of the position. This information does not constitute a contract of employment. City Mission is an "at will" employee, either City Mission or the employee may terminate the employment relationship at any time, for any reason, or for no reason, unless otherwise prohibited by law, without the need to provide prior notice, warning, or discipline.

Any provisions contained herein may be modified and or revoked without notice.