

**Position Title: Guest Services Coordinator – Center for Women & Children, Indianapolis**

Reports To: Administrative Supervisor

Category: Administrative, Non-exempt

**Wheeler Mission Ministries is committed to giving hope that changes lives through transformational relationship with Jesus Christ. Wheeler Mission Ministries considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Wheeler Mission ministries have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, and Core Values. Employees are encouraged and expected to share the Gospel as opportunities arise.**

Position Summary: The GSC is responsible for providing a continuum of care for shelter guests assigned to her during their residency at the Center for Women and Children. This includes assisting the Evening Supervisor with evening/weekend activities as assigned and in her absence assume the role of supervisor.

Qualifications:

1. The GSC must possess a sincere love for the Lord and a desire to see individuals come to a personal relationship with Christ and grow in Him.
2. The GSC must be in agreement with the philosophy and policies of the ministry and is able to view this as a team ministry with a servant's heart.
3. The GSC must possess a minimum of a High School Diploma or equivalent.
4. The GSC must be flexible and able to work with homeless women from various backgrounds and at different skill levels.

Essential Requirements Duties may include, but are not limited to some or all of the following:

1. The GSC will meet daily with the Team Leaders to review any resident changes and situations she should be attentive to during her shift.
2. The GSC will perform intakes by providing new residents with rules, a brief tour of the building, bed assignment, and addressing any additional personal needs they may have.
3. The GSC will be responsible for greeting volunteers, showing them to their volunteer area and providing supervision as needed.
4. The GSC will work with the Evening Supervisor in planning nightly activities for the residents and supervise these activities.
5. The GSC will supervise the evening meal ensuring that assignments are complete and the kitchen clean at the end of the evening.
6. The GSC will be responsible for monitoring evening work assignments to ensure that everyone completes their task.
7. The GSC will mediate disputes, and record the incidents leaving this information for the Evening Supervisor and Team Leaders.
8. The GSC will give counsel and guidance to residents when needed using scripture as guidance in all situations.
9. The GSC will be responsible for evening check-in by all residents by 7:00 PM. She will inform the Team Leaders of any residents not returning through written form.

Work Environment: The GSC must be able to carry out the required job duties in a fast paced Christ Centered environment that is grace-based, trauma informed and strengths focused.

Physical Activity: N/A

Other Duties: The GSC must be able to

1. Read, write and interpret written documents
2. Communicate effectively with guest, co-workers, community partners and volunteers

\*\* Additional job duties (specifics about the program supervised by this position) are explained in the Center for Women & Children, Indianapolis Program Manual.

Required Experience: The GSC must possess a minimum of High School Diploma or equivalent. Experience working with children who have experienced familial substance abuse, mental health, trauma, domestic violence or homelessness is preferred.

Background Investigation and Drug Testing: The GSC will be required to undergo random drug testing, criminal background checks and sex offender checks.

*Wheeler Mission Ministries has a mandatory drug testing policy for all new employees. The successful applicant must submit to and pass a drug and/or alcohol test. This drug and/or alcohol testing may occur any time after the applicant receives a conditional offer of employment.*

**Wheeler Mission Ministries considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Wheeler Mission Ministries have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values. Additionally, employees must be willing to lead and/or participate in Bible study, prayer, devotions, and sharing the Gospel.**

**Disclaimer: Although WMM has attempted to accurately and thoroughly describe this position, WMM reserves the right to change the same, including to change, add to or subtract from the duties outlined, within the sole discretion of WMM, at any time, with or without advance notice. This position description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This position description is not an employment contract, implied or otherwise. The employment relationship remains "at-will." The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with disabilities.**