



KNOX AREA RESCUE MINISTRIES

*Restoring Lives In Jesus' Name*

Title: Program Services Team Member  
Department: Ministry Programs and Services  
Direct Reports: NA  
Status: Nonexempt  
Full-time and PRN (on call/as needed) positions available immediately

**Summary:**

The Program Services Team Member creates a safe, respectful, and hospitable environment in which basic necessities of life and supportive care are provided for guests and residential clients. Maintains a fertile environment for client commitment to personal change. Utilizes community knowledge and administrative skills to advocate in connecting guests to needed resources. Monitors the activities of guests in all areas of the facility. Is available to offer one-on-one care, encouragement, and support. Team Members, depending on individual skill set and experience, may be placed in the *Crossroads Welcome Center*, *Hope Haven* (women's overnight shelter), *Samaritan Place* (men's overnight shelter), or *Serenity Shelter* (women's residential program).

**Duties:**

- Establish with guests guidelines and provisions for service utilization
- Establish with guests all necessary documentation for service utilization
- Establish with guests a beginning sense of safety, hope, and respect for personal growth and change
- Establish within the community a sense of safety, mutual respect, and support
- Provide supervisors and other ministry staff with appropriate and pertinent information regarding ongoing guest service delivery in a timely manner
- Maintain necessary documentation essential to efficient service delivery and accomplishing of ministry purpose
- Supervise and train volunteers as assigned
- Verify and document necessary guest information
- Represent KARM appropriately to the public, volunteers, and clients
- Exhibit caring Christian lifestyle to guests, staff, and donors
- Perform other essential duties as assigned

**Requirements:**

- Demonstrated ability to establish with guests a feeling of trust, safety, consistency, and hope
- Ability to share the Gospel
- Ability to show grace, be hospitable, and to be an example of servant leadership
- Ability to demonstrate Christian values and beliefs when interacting with guests, peers and the public
- Ability to show compassion, set appropriate limits, and exercise mature judgment regarding any necessitated service restriction
- Competent user of Microsoft Office applications
- Experience leading to a basic understanding of mental illness, alcohol and drug addiction issues, abuse, and poverty, specifically in regard to how to communicate with guests affected by these, how to identify and respond to a crisis, and how to diffuse situations
- Ability to give direction to others
- High degree of flexibility and resourcefulness
- Basic problem solving skills

- CPR and basic First Aid
- AS or equivalent education and experience
- 2-3 years related experience
- Basic organizational and follow-up skills

**Working Conditions:**

- Ministry campus facility where emergency rescue services and long term residential care services are provided
- Exposure to stressful client situations requiring compassion and discernment
- Walking, standing, sitting, bending, and minimal lifting required
- Attendance at meetings and occasional special events