

## **Water Street Ministries Job Description Residential Ministries Life Coach Supervisor**

### **Summary:**

A Life Coach Supervisor will work with life coaches to model and train how to serve clients as they progress through a personal plan for renewal. Life Coach Supervisors work cooperatively with other staff to ensure the proper functioning and support of the Residential Ministries Department and the WSM organization.

**FLSA:** Exempt

### **Life Coaches must be:**

1. Willing to sign the Water Street Ministries' Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the Water Street Ministries' core values and ministry philosophy.

### **Essential Duties:**

- Service to Guest:
  - Minister to clients, reflecting God's love for each individual, through a non-judgmental, grace filled relationship
  - Facilitates all aspects of Guests care: Status change, crisis calls, conflict resolution, discharge planning, and movement from Shelter to Residential.
  - Participate in treatment planning meetings
  - Meets with Guests to support their personal plan for renewal and spiritual direction (small caseload as well as supporting all Guests)
- Supervision / Administrative time
  - Day shift Supervisor: 80% of time with Life Coaches / Guests. 20% of time spent in meetings, reading & responding to e-mails, scheduling, facility care for Residential & Shelter, documentation, etc.
  - Evening Shift Supervisor: 85% of time with Life Coaches / Guests; verify guests on campus for evening. 15% of time in meetings, reading e-mails, scheduling, documentation, etc.
  - Share supervision of Overnight Life Coaches (beginning of shift direct & end of shift reporting / processing)
- Leads a shift of life coaches,
  - Providing supervision, modeling and training on the culture and expectations of the role
  - Builds & promotes Team Morale
  - Motivates others to Perform Well
- Create Supervisor Next Shift Notes (NSN) reports at end of shift
- Create Shift Change (NSN) reports for Residential Guests / staff, & facilitate / lead Shift Change Meetings for shifts you supervise
- Lead Community / Dorm meetings when scheduled
- Assists the Director with scheduling and resource planning
- Attends meetings to assist in planning and program development
- Schedule, train & providing mentoring and leadership to volunteers
- Maintain accurate client information including reporting, and data management
- Assists with administration and daily maintenance of all Guest areas used by Residential, Community Emergency Shelter & Women's Emergency Shelter Guests
- Cover "on-call" for assigned weekends & holidays
- Performs all other duties as assigned

**General Responsibilities:**

- Develop Solutions to Challenges
- Effectively Collaborate with other Departments
- Flexibility & willing to adapt to New Circumstances
- Delivers on Expected Tasks without requiring follow-up
- Offers opinions constructively & meets team commitments
- Assesses Problems accurately being alert to potential problems
- Follows Appropriate Chain of Command when Problems Arise
- Manages unanticipated stressful events and responds effectively
- Gathers pertinent information before making decisions.

**Relevant Competencies:**

Adaptability	Coaching	Conflict Management
Customer Orientation	Delegating	Developing Others
Fostering Teamwork	Leadership of Groups	Managing Change
Oral Communication	Problem Analysis	Providing Motivation
Strategic Thinking	Thoroughness	Written Communication

**Education/ Experience:**

A bachelor's degree in human services, or related field. Experience working in the mental health and/or addiction recovery fields. Competency in Microsoft Office products, computer databases and email is essential. A valid PA driver's license is required. Agreement with the philosophy of Water Street Ministries. Spanish speaking is an asset.

**Equipment:** Office equipment,

**Supervised by:** Director of Residential Ministries

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the essential functions of this job the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 30 pounds. Will require weekend and evening availability.

**Christian Life:** As an employee of Water Street Rescue Mission you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.