

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

### ***Summary:***

A Life Coach Supervisor will lead & train a team of Senior Life Coaches, Life Coaches & Life Coach Assistants working 3-11:30pm in coaching Guests through a personal progressive plan of renewal; working cooperatively with a team of Supervisors, Directors & other WSM staff by actively participating in a healing environment and the Core Values of Water Street Mission.

**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:***

- Approximately 80% of time with Life Coaches / Guests in our Shelter & Residential Tracks. 20% of time spent in meetings, reading & responding to e-mails, scheduling, documentation and facility care for Shelter, etc.
- 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 as requested
  - Meets with Guests to support their personal plan for renewal and spiritual direction
- Remain knowledgeable of all current Policy & Procedures
- Leads 2<sup>nd</sup> shift of life coaches:
  - Providing supervision, modeling and training on the culture and expectations of the role
  - Builds & promotes Team Morale
  - Motivates others to love well
- Give direction to 3<sup>rd</sup> shift Life Coaches
- Create Supervisor Next Shift Notes (NSN) reports at end of shift
- Create Shift Change (NSN) reports for Shelter staff & Guests, & facilitate / lead Shift Change Meetings for shifts you supervise
- Assists the Director with scheduling and resource planning
- Attends meetings to assist in planning and program development
- Assists with administration and daily maintenance of all Guest areas used by Shelter Guests
- Schedule, train & providing mentoring and leadership to volunteers
- Cover "on-call" for assigned weekends & holidays
- Maintain accurate Guest information including reporting, and data management
- 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:**

Master’s degree in Human Services preferred, or related field. Minimum of 3-5 years’ work experience in the areas of mental health and /or addiction recovery. Competency in Microsoft Office products. Experience in Outlook and ability to work with a clinical database is essential. Bilingual preferred.

**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.