

Water Street Mission Job description
SECOND SHIFT Life Coach - Shelter and Residential

Summary: A Life Coach will work directly with and support guests through a personal progressive plan of renewal; partnering with a team of Life Coach Supervisors (LCS), Senior Life Coaches (SLC), Life Coach Assistants (LCA), and other Residential Ministries staff by actively participating in a healing environment and the core values of Water Street Mission.

This position is scheduled for 3:00-11:30 PM and is eligible for shift differential and incentive bonus.

FLSA: Non-Exempt, Full-Time

All Water Street Mission Staff must be:

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

Essential Duties:

- Above all, holds a love for Jesus and a recognition that ministry takes precedent over tasks.
- Minister to guests, reflecting God's love for each individual, through a non-judgmental, grace-filled relationship.
- Participate in crisis conversations and de-escalation of situations on campus as needed.
- May be assigned as Life Coach Lead when SLC or LC Supervisor is not on campus.
- Work every other weekend.
- Work holiday as assigned in the staff rotation.
- Residential duties:
 - Be present in and manage Residential areas as assigned.
 - Meet with assigned guests for individual Life Coach Sessions.
 - Assist Senior Life Coaches as directed.
 - Prepare up-to-date status reports of guest engagement requirements for Action Plan reviews.
 - Lead/facilitate or assist SLCs with guest groups (Life Coach Groups, community meetings, etc.).
 - Perform weekly room checks.
 - Supervise guest task assignments on campus.
 - Perform drug tests (breathalyzer, urinalysis) as directed.
 - Have follow-up conversations with guests (Action Plan engagement, chores, tasks, etc.).
 - Facilitate moving and orienting new guests to Residential.
 - Oversee room changes and outcycles.
 - Work with Dorm Monitors to ensure rooms are prepped and welcoming for new guests.
 - Work with LCAs to manage and stock supplies for all Residential areas.
- Shelter duties:
 - Be present in and manage Providence Day/Night Shelter as assigned.
 - Lead new guest orientations in Providence Day/Night Shelter.
 - Lead Introduction to Residential groups in Providence Day/Night Shelter.
 - Meet with shelter guests for designated Life Coach meetings.
 - Assist with Dining Hall coverage during mealtimes.
 - Work with LCAs to maintain guest storage area in Providence Night Shelter.
- Service in all areas:
 - Keep all bulletin boards and notices/postings current and tidy.
 - Maintain accurate guest information, including reporting and data management.
 - Greet & give direction to WSM volunteers on shift.

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- Attend all required meetings, such as weekly Life Coach Team meetings, multidisciplinary team meetings, all-staff meetings, and off-site trainings as assigned.
- Answer Access Center cell phone as assigned.
- Perform all other duties as assigned.

Education: Bachelor's degree in Human Services and a minimum 3-5 years' work experience in the areas of mental health, social services and/or addiction recovery. Competency in Microsoft Office products, including Outlook. Ability to work with a clinical database is essential. Bilingual English-Spanish preferred.

Reports To: Evening Life Coach Supervisor

Physical Demands:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

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.

- Stand, walk, or sit - *continuously*
- Use of fine motor skills – *continuously*
- Bend, squat, kneel, and reach- *Occasionally*
- Lift and/or move up to 30 pounds - *occasionally*
- Weekend and evening availability – *Continuously*

Christian Life:

Water Street Mission is a privately funded 501(c) 3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry that is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and purpose statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of Water Street Mission.
- Subscribe to the Water Street Mission Statement of Faith and Qualifications of Employment upon hire and continuously while employed.
- Adhere to the Water Street Mission Employee Handbook.

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Christian Life Coaching at Water Street Mission

***What is a *Life Coach* at Water Street Mission?**

A *Life Coach* participates in the Water Street Mission Healing Model* by partnering with guests in a safe environment to address the results of the various levels of trauma in an individualized, highly relational, strengths-based manner.

As Christian Life Coaches, we continually seek the guidance of the Holy Spirit in a faithful practice of discernment. Our guests come from diverse religious backgrounds and commitments, yet we believe the same Spirit knows the plans, strengths, and callings God has for each of our guests. The Life Coach partners with the Holy Spirit, and joins His work in our guests' lives.

Life Coaches give full attention to the present moment. This inspires guests to maximize opportunities for personal growth and move toward healthy life transformation as an ultimate goal. Life Coaches strive to be fully open and curious. They ask relevant, clear questions which prompt guests to think about new possibilities and perspectives. These conversations may reveal thoughts, plans, and goals that guests may have dismissed as impossible. Coaching is designed to help guests remain focused on self-identified goals and encourage the abandonment of distractions and deterrents. At times, Life Coaches may need to direct the guest to other resources which exceed the WSM Life Coach role.

A Life Coach builds a safe, trusting environment in which they make listening a top priority. They allow guests to share completely, without judgement. When this environment is established with intention, a guest feels open to talk about hopes and fears, wants and needs with sharp focus on the goals they have set for themselves. Life Coaching is done from a perspective of unity where we discover that our guests desire the same things in life that we want -- what all people want. We want someone to care about us and take time to listen to our story. We want someone to believe in us and encourage us by speaking words of assurance that better things are ahead. We want to be valued and respected for who we are and for the skills and talents we possess. Above all, we want to be a part of a larger community where we are loved, welcomed, embraced, and accepted no matter where we come from, what our background is, or what mistakes we may have made in the past. This is accomplished with no personal agenda for the path a guest may choose. The Coach's role is *not* to take responsibility for guests' choices but to empower the Guests to feel confident moving from where they are to where they want to be.

Jesus is the perfect model of a Life Coach. He was able to help people gain a deeper understanding of themselves and their potential for positive change. He used powerful questioning and demonstration to accomplish this. He understood and showed us how grace, truth, and time are central to a person's life transformation.

*Refer to Water Street Mission Guiding Statement, Vision Statement and Core Values.