

Water Street Mission Job Description Mission Family Liaison

Summary:

A liaison will work with a guest from the time they arrive through their first week of Stabilization in Shelter. Their main goals are to show the love of Christ, provide a safe relationship to begin addressing trauma, and foster a healing environment that will assist the guest in further engagement with WSM services.

FLSA: Exempt, Full-Time

All Water Street Mission Staff must be:

1. Willing to sign the Water Street Mission 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 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 Family Shelter guests, reflecting God's love for each individual, through a non-judgmental, grace-filled relationship
- Pre-screen all interested families for Family Emergency Shelter providing intake and assisting with orientation/acclimation to the Family Shelter
- Be an essential part of the family ministries team, collaborating on all aspects of family development and needs
- Assist guests in Shelter with daily needs and coordination of internal and external resources
- Problem solving & conflict resolution with Shelter guests
- Multi-task and adapt easily to a variable work environment
- Collaborate with Case Managers, Life Coaches, and Children's Ministry to create enhanced opportunities for guest engagement
- Maintain accurate guest information including reporting, behaviorally-based interviewing, and data management
- Participate in Shelter Contract meetings
- Lead orientation groups
- Connect guests with and foster WSM guest communities
- Engage daily with each guest on their caseload (includes one-on-one and group interactions)
- Create handoff plans to Life Coaches that address individual special needs
- Adhere to Water Street Mission Policy & Procedures
- Performs all other duties as assigned

Education / Experience:

A bachelor's degree in human services field. Preference will be given to candidates with a master's degree in a health/human service field and experience in drug & alcohol addictions, mental health, and/or behaviorally-based interviewing. Competency in Microsoft Office products, computer data processing and email is essential. A valid PA driver's license is required. Agreement with the philosophy of Water Street Mission. Spanish speaking is an asset.

Equipment: Office equipment

Reports To: Director of Access & Case Management

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*

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- Weekend and evening availability - *Occasionally*

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.