



## Topeka Rescue Mission Ministry Position Description

**Position Title:** Hope Center Desk Staff  
**Location:** Hope Center  
**Reports to:** Director of Services to Women and Families  
**Date:** September 25, 2007

### **SUMMARY OF RESPONSIBILITIES:**

This ministry position is responsible to work with Hope Center guests in a firm but compassionate manner, allowing and encouraging their physical, emotional and spiritual growth. Position will oversee and monitor all activity in the dayrooms and throughout Hope Center, as well as on the playground, and will be responsible to de-escalate inappropriate behavior. This position is responsible to accurately maintain all paperwork used during daily interaction with guests.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Oversee and monitor all activity in Hope Center, both visually and via security monitors; intervene with guests as necessary to maintain an orderly environment
- Become familiar with guests by face and name so as to efficiently interact with them as well as identify them as they seek entrance through gates or doors
- Answer telephone calls, take messages for guests, and transfer calls to appropriate case workers
- Use the computer to check on the status of potential guests
- Do comprehensive check-ins of guests, including registration forms, making room keys, issuing linens, etc.; follow and complete a checklist for each individual or family
- Be familiar with all fire and other emergency procedures so as to safely evacuate or shelter guests during an emergency. Be prepared for random fire drills
- Be familiar with all paperwork used during daily interaction with guests, including but not limited to bedsheets, passes, completion of program packets, clothing vouchers, meal requests, bus ticket requests, laundry sign-up sheets, shift reports, and incident reports
- Bag and tag personal items left by guests; clean dorm beds and family rooms as needed
- Attend weekly HC staff meetings
- Assist, as needed, in the announcement & prayer time at 5:30 each weekday
- Enforce schedule guidelines such as quiet time, smoke breaks, curfew, etc.
- Do room checks or bed checks as needed
- Be prepared to perform other duties as assigned