



Topeka Rescue Mission Ministry Position Description

Position Title: Men's Side Guest Management Team Intake & Records Specialist
Location: Main Building, 600 N. Kansas Ave.
Reports to: Director of Guest Management Team and Q&I
Date: July 31, 2020

SUMMARY OF RESPONSIBILITIES:

This ministry position will be support for the Guest Management Team (GMT) and may require attending GMT meetings. The position requires completing and updating the Intake Questionnaire for each guest, scheduling Guest Stay Interviews (GSI), and updating and maintaining the guest files. The Intake & Records Specialist is responsible for receiving all communication from the guests and filing or redirecting the requests, as necessary. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Prepare the guest appointment list from the guest database and prepare and deliver files for the daily GSI meetings
- Meet with incoming guests to complete or update their Intake Questionnaire if more than two years old or their history indicates a need to update sooner, and then create the initial Guest Program Plan for the GMT to work from
- Daily check the GMT mailbox located in the front lobby of the Men's Shelter and file or re-direct documents as needed
- Attend Guest Stay Interview as directed by the GMT Leader
- Communicate with Shelter Management Staff and GMT Leader concerning any guest concerns
- Meet weekly with the GMT Leader
- Be familiar with all fire and other emergency procedures in order to assist in safely evacuating guests or relocating guest for the purpose of safety.
- Perform other duties as assigned

EDUCATION AND EXPERIENCE:

- High School diploma or successful completion of GED required
- 2 years clerical and data processing/entry preferred
- 1 year of experience managing, scheduling, and prioritizing a calendar for a manager or the calendars of team members preferred

SKILLS, KNOWLEDGE AND ABILITIES:

- Basic computer skills required with experience in data entry for guest records, clerical and filing
- Must be organized and skilled in processing lots of information about many diverse individuals
- Ability to maintain strict confidentiality of written, electronic, and verbal communications and information

- Ability to work as a member of a team, inspiring trust and speaking truth
- Excellent listening and communication skills, including verbal, written, and electronic communication skills
- Able to work independently
- Ability to effectively work in a high stress, very busy and sometimes difficult work environment to include working with disadvantaged and sometimes difficult individuals required
- A heart of compassion, caring, love and ministry must be a part of this individual's life and in dealing with others

LICENSES AND CERTIFICATIONS:

- Must have valid driver's license and have ability to meet requirements to be added to TRM's vehicle insurance policies

WORKING CONDITIONS & PHYSICAL DEMANDS:

- Ability to lift and carry 30 pounds at times
- Working from a desk much of the time but must be able to move about and between several buildings over several hundred yards in distance