

JOB TITLE: Transformers Program Case Manager III STATUS: REG/FT/NE  
REPORTS TO: Transformers Program Manager SCHEDULE: M-F, 3pm – 11pm  
DEPT: Programs - NLC REVISED: 03/11/2020

*Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

## **SUMMARY OF POSITION:**

The Transformers Program Case Manager III position is responsible for overseeing the Transformers Program residents during the afternoon/evening hours, and is the main staff member available after day staff have left work. This position is also the point of contact for chapel speakers and any evening groups.

## **DUTIES AND RESPONSIBILITIES:**

### Interactions with Transformers Program Residents

- Share the Gospel and encourage growth in Christ.
- Monitor and ensure residents are accounted for.
- Provide support and supervision during meals and throughout the evening.
- Provide access to medications and monitor in accordance with WSRM policies and procedures.
- Facilitate compliance of the WSRM's Resident Conduct Guidelines.
- Perform other resident related responsibilities as assigned, including
  - Collect samples for urinalysis,
  - Administer breathalyzer tests
  - Perform inspections of resident's rooms
- Document incidents and write-ups in an accurate and timely manner and submit reports promptly to the Transformers Program Manager.
- Respond to and diffuse situations before escalation; handle disputes and altercations appropriately.
- Provide case management for residents as assigned.
- Oversee evening chapel service and groups as required.

### General

- Understand and operate all security systems including alarms, fire panel, and smoke detectors.
- Respond appropriately to emergency situations such as fire, water damage, or accidents.
- Work in cooperation with Night Security.
- Interface with program staff as needed; regularly meet with the Transformers Program Manager.
- Submit weekly report to the Transformers Program Manager, summarizing issues and needs related to the Transformers Program.
- Receive, log, and secure donations received after normal business hours in accordance with WSRM policies; providing receipts for all cash donations.
- Perform other duties as assigned.

**EDUCATION/EXPERIENCE:**

- High school diploma required.
- Bachelor's degree preferred in Biblical Studies, Human Services or a related field.
- 1-3 years of previous ministry experience required.
- Substance abuse/addiction counseling experience preferred.
- Experience working directly with individuals who have had homeless, mental illness, and/or addiction related issues preferred.

**SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian with the passionate belief and commitment to invest in individuals, demonstrating Christ's love and grace through relationship healing and practical assistance.
- Sound knowledge of the word of God and the ability to apply Biblical truths to life, committed to studying God's Word on a daily basis.
- Teachable attitude, able and willing to learn from own mistakes and model servant-leadership.
- Strong interpersonal skills - able to listen and guide according to Biblical principles and individual needs.
- Effectively and practically communicate and counsel according to Biblical concepts of grace, truth, and love.
- Exercise sound judgment and discernment, demonstrating proficiency in analysis, problem solving, mediation and conflict resolution.
- Handle crisis and unexpected situations with calm and clear thinking, demonstrating cooperation and sound judgment to bring resolution.
- Able to work with people in varied circumstances related to homelessness including recovery and mental illness and to treat individuals with dignity and respect in all situations.
- Willing to be CPR/first aid certified.
- Knowledge of addiction, recovery and mental illness preferred.
- Computer literate, knowledgeable in Word, and Internet.
- Highly ethical, trustworthy, and professional.
- Valid North Carolina driver's license.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

The work is typically performed indoors interacting with a homeless population. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds.

**EQUIPMENT/TOOLS USED:**

- Computer (Internet, Excel, Word, etc.)
- Drug Test Kits
- Breathalyzer
- Copier/Scanner/Printer

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Employee Signature

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Date