JOB DESCRIPTION

Job Title: Program Liaison          Department: Programs          Location: 224 Macdonald Ave.
Reports To: Center for Women & Children Manager           FLSA Status / Salary Grade: NE/FT/BFOQ          Date: June 2021

BI-LINGUAL (Spanish) PREFERRED – Shift: Sunday & Monday 6 am – 2:30 pm; Tuesday - Thursday 7:30a – 4:30p

SUMMARY OF POSITION:
The Program Liaison functions as support for Program Coordinators and CWC Management with a focus on facilitating the smooth entry and assimilation of residents into the Long-Term Discipleship program. Encourage and support residents that are seeking recovery from substance/chemical dependence, domestic violence and/or other life-controlling problems. It is the responsibility of the Program Liaison to primarily “walk” program residents through their onboarding process (30 days) into the LT Discipleship Recovery program. The Program Liaison will assist in maintaining a peaceful, hospitable, safe, transforming and supportive environment, which reflects the vision of the Bay Area Rescue Mission (BARM).

DUTIES & RESPONSIBILITIES:
1. Act as a support staff for Program Coordinators and Management
   - Communicate daily with Program Coordinators and Management regarding programmers – both negative and positive feedback
2. Coordinate CWC staff/Intern prayer every morning at 10am
3. Provide support services to programmers
   - Address questions when Program Coordinator/Management is unavailable
   - Share the Gospel and encourage programmers in their walk with Christ; provide prayer support.
4. Oversee the first 30 days of onboarding new programmers
   - Meet with new programmers weekly for first 30 days and keep notes in a created file as well as document in Spero all meetings and brief description
   - Review program guidelines, policies, consequences every week for first 30 days
   - Discuss and review importance of establishing a habit of prayer, reading the Bible and journaling every week for first 30 days
   - Ensure that within 30 days of onboarding, new programmers have been connected with John Lee, Program Advocate, and have established:
     ▪ (Program Advocate) Proper identification (Birth certificates, social security card, driver's license) for mother and children
     ▪ (Program Advocate) Homeless Court, immigration court
   - (Program Liaison) Connect programmer to Spark Point for credit report & enroll in credit repair classes. Obtain copies of all Spark Point documentation including credit report in file as well as document in Spero
   - (Program Liaison) Transfer of Medi-cal and benefits to Contra Costa County
   - (Program Liaison) Connect programmer to LEAP for GED prep classes and document in Spero
   - After 30-day onboarding is complete, meet with assigned Program Coordinator and discuss programmer’s progress and interaction with program thus far.
5. Act as an accountability partner to new programmers as well as those programmers who have had privileges/passes removed
6. Identify programmer of the month by the 15th of every month and small gift given at announcement at house meeting first Monday of the month
7. Communicate and collaborate with volunteer instructors regarding programmer issues in class
   - Be the point person for communication with volunteer instructors regarding class cancellations, instructor needs, etc. and communicate with RA’s, Program Coordinators and Management when classes are cancelled
8. Perform Programmer room checks once a week according to “Green Standard”, documenting results and submitting to Program Coordinator/Management by no later than Thursday of every week. Document this in Spero
9. Oversee class attendance, take roll and record in class attendance binder as well as in Spero, update attendance sheets as needed, provide management with attendance sheets every Thursday
10. Supervise service opportunities
    - Ensure there is adequate amount of service opportunity coverage for every shift
    - Assign service opportunities to programmers
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- Oversee successful completion of daily service ops and submit sign-in sheet to Program Coordinators/Management every Thursday also document in Spero when programmer does not present for service ops
  - Assign interns and service ops to oversee adherence to and cleanliness of designated smoking areas

11. Coordinate and oversee volunteer opportunities in collaboration with BARM Volunteer Department

12. Coordinate Program Activities (fieldtrips, events, parties [monthly birthdays, sober anniversaries, etc.])
  - Monthly outings as a programmer reward incentive will be planned and coordinated by Program Liaison and approved by management

13. Provide front office coverage as needed

14. Oversee study hall (also when scheduled classes are cancelled)

15. Ensure all new programmers receive backpacks, stationery and journals

16. Communicate with programmers regarding clothing/extra toiletry needs and accessing closets
  - Go to warehouse Monday-Thursday at 1:30 to retrieve clothing donations and bulk mail
  - Oversee Service Op with processing and organizing donations in closets

17. Co-facilitate Monday House Meeting from 1:15-2:00 pm and document programmer attendance at meeting and document in Spero if programmer does not attend

18. Attend weekly CWC meeting Tuesdays at 1:00 pm

19. Attend all outside events/classes/groups with programmers (Celebrate Recovery, Grief Recovery, special conferences, graduation, fieldtrips)

20. Oversee usage of television and media in living room. Ensure television and media is appropriate.

21. Provide campus tours to donors and volunteers

22. Perform drug tests for programmers minimally twice a month and document in Spero results whether negative or positive. If positive, immediately communicate with Program Coordinator and management

23. Document accidents/incidents/write-ups in an accurate and timely manner and submit reports promptly to supervisor.

24. Handle all interactions in a Christ-like and appropriate manner.

25. Participate/cooperate with CFS and/or the court system as required (complete police reports, testify in court, etc.). Complete Mandated Reporter training and comply with that which is required.

26. Perform other duties as requested.

SKILLS & QUALIFICATIONS:

- Christian who desires to minister/work with people in varied circumstances related to homelessness including substance abuse recovery and mental illness; treating them with dignity and respect in all situations in accordance with the BARM Statement of Purpose, Statement of Vision and Statement of Faith.

- Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.

- Able to dialogue with residents, holding them accountable and encouraging them on their journey from brokenness to a new life based on relationship with Jesus Christ.

- Able and willing to honor the leadership, chain of command, standards and ministry objectives of BARM.

- Computer literate (Word, Excel, Database, Outlook, Internet); able to complete reports and accurately input information. Willing to continue education as needed or required.

- Must have a teachable spirit and the ability to multi-task, listen, and follow instructions.

- Minimum two years of sobriety, if in recovery.

- Trustworthy, honest, reliable, and model appropriate boundaries.

- Must maintain confidentiality.

- Street knowledge and understanding of anger management and conflict resolution highly desired.

- Valid California driver’s license – required. Class B (preferred) with driving record acceptable to insurance carrier – required.

- CPR/First Aid certification – preferred.

- Yearly TB clearance – required.

- Criminal background check / Life Scan clearance – required.

WORKING CONDITIONS/PHYSICAL FACTORS:

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

- Work is primarily indoors and will require climbing three flights of stairs, sitting, standing, bending, reaching, and going from building to building – frequently.

- Carrying up to 40 pounds up and down stairs three flights of stairs – occasionally.

- Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – continuously.

- Environment will be odorous due to lack of personal hygiene and intoxication of guests – frequently.
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- Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities on a regular and ongoing basis – frequently.
- Involved in the collection of urine specimens – occasionally.
- Requires the ability to hear, see, and speak clearly – continuously.

EQUIPMENT/TOOLS USED:
- Computer (Word, Excel, Database, Outlook, Internet), Copier/printer, Phone, Fax, Breathalyzer, and Drug Testing Kit.

EDUCATION/EXPERIENCE:
- Minimum high school diploma or GED – required.
- College courses or training particularly in human services or related field – preferred.
- 1+ years previous related work/volunteer experience – required.
- Knowledge of substance abuse/recovery and mental illness – preferred.
- Certified substance abuse counselor – preferred.

Requirement:
The Bay Area Rescue 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 which 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 Statement of Purpose. 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 all of the ministry activities of the Bay Area Rescue Mission;
  - Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
  - Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Conflict of Interest Statement and a Confidentiality Statement.

My signature below acknowledges that I have read and understand the job description as described herein and I can perform that which is required under Working Conditions/Physical Factors unless otherwise noted. I understand that this job description is not all-inclusive and that employment is at-will.

____________________________________  ______________________   ______________________
Signature                                Printed Name                               Date