



Yakima Union Gospel Mission Job Description

| Discovery Program Manager | Job Purpose |
|---|---|
| Department: Client Services / Discovery | Provides direct staff support for Discovery clients and supervisory support for Discovery staff and volunteers helping lead clients through a stabilization period in preparation for long-term recovery. |
| Location: 1300 N 1 st St Yakima, WA 98901 | |
| Reports to: Director of Recovery Services | |
| Classification: Non-exempt, FT | |
| Salary Grade: C | |

Union Gospel Mission Purpose, Vision, and Value Statement

Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.

Essential Personal Qualities / Core Values

To perform the job successfully, an individual should demonstrate the following competencies:

LOVE

- Improves the reputation of Christ by personal interactions with others
- Remains relationally available, present, and authentic in all contexts
- Demonstrates genuine and sacrificial care for the wellbeing of others
- Pursues God personally, relationally, emotionally, and intellectually

PROFESSIONALISM

- Is consistently at work, meetings, and appointments and on time.
- Meets deadlines and fulfills commitments with thorough follow-through.
- Proactively measures work to ensure learning, improvement, and success
- Communicates effectively in written form

OUTCOMES

- Constantly pursues growth, learning, and improvement
- Thinks creatively, strategically, and spiritually
- Regularly sought by others for input and value
- Maintains mission-clarity and a godly example under stress
- Sets a godly example for staff and clients

Duties and Responsibilities

Culture Work

- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement, and trust.
- Maintain a high level of integrity in modeling and promoting the Mission's Christian culture, core values, policies, and procedures.
- Ministering to our clients, showing them kindness and grace.

Team Work

- Model the three virtues of an ideal team player: humble (motivation), hungry (passion), smart (emotional intelligence).
- Collaborate with Recovery Services staff (Discovery, New Life, Bridge), all Client Services staff, and volunteers as fellow team members in serving client needs, logistics, progress towards goals, and establishment of healthy behaviors. This collaboration will happen through attendance and participation in related weekly and monthly meetings, but also as a part of regular routine.
- Work with Recovery Services team, communicating and collaborating openly with the goal of continually improving guest experience and services offered.
- Work collaboratively with other Client Services departments to provide the maximum potential benefit to clients entering the job market and independent living.
- Help cover for department needs within Discovery and the broader Recovery Services department, in the absence or shortage of staff, or other times of need.
- Work closely with Department of Volunteer Engagement (DOVE) staff to recruit, train and supervise volunteers.

Direct Work

Purpose: Discovery is the final phase of the Recovery Services program. Discovery serves to stabilize shelter clients in preparation for long-term recovery.

Spiritual Shepherding

- Serve in this role as a minister of Christ, demonstrating the calling, character and competencies of a spiritual leader who seeks to faithfully follow Jesus, stay in step with the Holy Spirit, and honor the Father. Carry out these responsibilities with the heart of a chaplain, spiritually caring for all those in your sphere of influence, including staff, clients, volunteers, and community partners.

“Therefore, if anyone is in Christ, the new creation has come. The old has gone, the new is here! All this is from God, who reconciled us to himself through Christ and gave us the ministry of reconciliation: that God was reconciling the world to himself in Christ, not counting people's sins against them. And he has committed to us the message of reconciliation. We are therefore Christ's ambassadors, as though God were making his appeal through us.”
2 Corinthians 5:17-20a NIV

- Look for opportunities to lead Bible study, lead others in prayer, counsel from God's Word, and model what it looks like to know God and experience His love and leadership.

Yakima Union Gospel Mission Job Description

Program Oversight

- Provide one-on-one support for Staff, Volunteers, and Clients dealing with mental, emotional, social, volitional and spiritual needs.
- Serve YUGM and the Yakima Valley as a leading professional in caring for the needs of homeless individuals with high levels of childhood trauma, including assisting in staff development, public communication, and donor relations.
- Creatively and actively plan and facilitate program functions, including entry level classes on recovery, life-skills, and basic Bible study. Additionally, actively plan and facilitate community-building recreational activities, holiday and other appreciation events.
- Provide coaching for Staff, Volunteers, and Clients, and provide disciplinary actions when needed. This includes contracts and exit strategies.
- Manage program responsibilities including budgeting, calendaring, documentation, data and metrics reporting, space management, etc.

Staff, Volunteers and Community

- Lead, train and supervise Discovery staff (Case Managers and Program Assistant) and volunteers to directly guide and relate to clients, ensuring that appropriate trauma-informed, client-centered decision-making is being employed.
- Develop strong network relationships with community providers who offer services and resources for client growth, including Treatment Centers, DSHS, YNHS, SSA, Law Services, Next Step Housing, Oxford, other Rescue Missions, Etc.

Performance Standards

- Continuously improve Discovery Program standards, curriculum, and criteria that most effectively support clients to move forward with sustainable solutions to their homelessness, incorporating industry best-practices, all available learning and research, input from leaders and peers, and regular client feedback.
- Maintain accurate and timely written measures and records which conform to industry best practices and support continuous improvement.
- Maintain open office hours for the purposes of mentoring, spiritual care, counseling etc. Work directly with a small caseload in a case management capacity as needed.
- Attend as requested or required all YUGM trainings and meetings scheduled by the management team to keep current on any policy changes, new procedures, and other information essential to performing the job.
- Other duties as assigned in support of YUGM's mission and values.

NOTE: these areas of direct work are further expanded in a related document: Discovery Manager Job Duties.

Reporting and Direct Reports

- Reports to the Director of Recovery Services
- Direct Reports:
 - Discovery Case Manager(s)
 - Discovery Program Assistant(s)
 - Discovery interns and volunteers

Qualifications

- Bachelor's degree and 2 years minimum experience in case-managing, pastoral counseling, or minimum of 4 years of specific training and experience in social work.
- Prior experience working with persons in crisis, demonstrating effective de-escalation, dispute resolution, and problem-solving skills.
- Specific training and experience in the fields of case management, motivational interviewing, homelessness, addiction, childhood trauma and poverty preferred.
- Proficiency with Microsoft Office, including Outlook, Word, Excel, and PowerPoint. Basic computer hardware skills.
- Capable written, verbal, and spiritual communication skills.
- Strong interpersonal skills and the ability to maintain confidentiality required.
- Demonstrated ability to work with a team, as well as independently, under the pressure of deadlines, interruptions and changing priorities while maintaining a strong attention to detail.
- Ability to train, work alongside and/or supervise volunteers and interns representing a variety of backgrounds – cultural, economic, addiction recovery.
- Valid WDL, good driving record, proof of insurance
- Conversational Spanish language competency is preferred
- Personal ethos and work ethic should reflect YUGM's Core Values of Love, Professionalism and Outcomes.

Working Conditions

- The primary duties of this position are performed in a well-lighted, temperature-controlled environment. The noise level in the environment is usually moderate. Some travel between Mission sites and locations in the community is required. May also be required to be outdoors in inclement weather and work irregular hours. A substantial amount of walking around our campus is also required to monitor and engage with clients in various program environments.

Physical Requirements

- Sit and review information on a computer screen or on paper for extended periods of time
- See and hear and answer phones
- Speak English clearly and fluently
- Travel from one location to another
- Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel.
- Occasionally move furniture (supplying client rooms, moving clients to new location).
- Get in and out of vehicles throughout the day.
- Utilize stairs frequently throughout the day
- Lift up to 50 lbs.



Yakima Union Gospel Mission Job Description

| | |
|-------------------------------|--|
| Staff Signature: | |
| Print Staff Name: | |
| Supervisor Signature: | |
| Print Supervisor Name: | |
| Date: | |