



Yakima Union Gospel Mission Job Description

Adult Shelter Shift Lead	Job Purpose
Department: Client Services / Adult Shelter Services	Serve in a lead capacity on the Adult Shelter team, helping ensure a safe and dignifying experience for all our shelter guests.
Location: 1300 N 1 st St Yakima, WA 98901	
Reports to: Director of Adult Shelter Services	
Classification: Non-exempt, FT	
Salary Grade: B	

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.
- Minister to our clients, showing them kindness and grace.
- Ensure a shelter culture of relational and client-centered care rather than relying on motivation by rewards/punishments.

Shared Work

- Model the three virtues of an ideal team player: humble (motivation), hungry (passion), smart (emotional intelligence).
- Work with Adult Shelter team in a lead capacity, communicating and collaborating openly with the goal of continually improving guest experience and services offered.
- Work in a lead capacity with supervisor and co-workers to solve departmental problems and accomplish shared goals in pursuit of established priorities.

Individual Work

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.

Shift Leadership

- Lead team members on shift to ensure a safe, dignifying and uplifting physical and interpersonal environment for daily program functions. This includes efforts to promote hygiene, sanitation, and maintenance in all relevant areas.
- Demonstrate and coach the team on shift to show excellent customer service with a positive attitude and a smile to all the clients, volunteers, staff, and community members we serve or work alongside on a daily basis, helping them feel loved and welcome.
- Lead the safety team on shift in promoting a safe environment by ensuring the patrolling grounds to prevent loitering, substance abuse or other criminal activity from occurring on campus.
- Occasionally contact emergency services when required for medical reasons, or in response to criminal activity.



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- Report barred guests, unsafe conditions, or facility problems to Director of Adult Shelter Services.
- Provide assistance to other Adult Shelter staff on shift to complete their responsibilities as emergencies arrive and other staff may be pulled away.
- Be available on call to support Adult Shelter team on shifts where no lead or director is on site.
- 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.

Reporting and Direct Reports

- Reports to Director of Adult Shelter Services

Qualifications

- Strong interpersonal skills and the ability to maintain confidentiality required.
- Prior experience working with persons in crisis, demonstrating effective de-escalation, dispute resolution, and problem-solving skills.
- Demonstrated ability to work independently, and leading a team, under the pressures of conflict, interruptions and changing priorities while maintaining a strong focus on ministry.
- Specific training and experience in the fields of homelessness, addiction, childhood trauma and poverty (preferred).
- Capable written, verbal, and spiritual communication skills.
- Personal and work ethic that reflects YUGM's core values.
- Computer skills: Microsoft Office, typing proficiency, basic data entry skills etc.
- Valid WDL, good driving record, proof of insurance.

Working Conditions

- Full-time and part-time positions, various shifts. Shifts may include weekday, weekend or abnormal hours, including some holidays; working with challenging clients who have high barriers including, but not limited to: active substance use disorders, mental illness, developmental barriers, trauma, PTSD and antisocial behaviors. Employee will work in a number of environments and must be able to transition between office, patrolling and sheltering settings multiple times per day. The primary duties of this position are performed in a well-lighted, temperature-controlled environment. The noise level in the environment is usually moderate. May also be required to be outdoors inclement weather and work irregular hours.

Physical Requirements

- Able to stand for periods while working.
- See and hear.
- Speak English clearly and fluently.



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- Walk from one location to another.
- Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel.
- Answer phones.
- Lift up to 50 pounds.

Staff Signature:	
Print Staff Name:	
Supervisor Signature:	
Print Supervisor Name:	
Date:	