

Complex Needs Safety & Support Specialist

Job Description

Reports to: Heartside Landings Housing Manager

Schedule: 2nd Shift; Monday, Tuesday, Wednesday, and Friday; 3:00-11:00pm

Location: Heartside Landings - 129 Jefferson Ave, Grand Rapids, MI 49503

Dégagé Mission Statement: To reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect.

Dégagé Vision Statement: For those we serve, we will be a community that overcomes obstacles, celebrates transformation, and realizes the full potential of all as children of God.

Statement of Faith: Employees affirm and accept the ministry of Dégagé to be a faith-based organization founded on the message and love of Jesus Christ and further affirm the mission statement of Dégagé as stated above. Employees will be asked to sign a Statement of Faith at time of employment.

Complex Needs Housing Program Project Description: Complex Needs Supportive Housing is a housing program for up to 25 women who experience chronic homelessness compounded with complex physical and mental health needs. It provides private or semi-private rooms for clients to live independently while they connect to resources supporting their physical and mental health needs.

Core Values:

- Celebrate the Divine Spark
- Walk With
- Make Order out of Chaos
- Do What You Say, Say What You Need
- Embrace Learning

Professionalism:

- Shows up to work on time and remembers to faithfully clock in and out of scheduled shifts.
- Arrives to work in Dégagé dress code attire, along with an overall maintained appearance.
- Keeps work area clean and organized.
- Carries a friendly and helpful demeanor and attitude.
- Keeps a hospitable tone and language when talking with staff, guests, volunteers, vendors, and donors.

Qualifications and Requirements:

- A strong commitment to Christ and to serving Him through word and deed.
- The ability to work with and encourage people from all areas of the social spectrum.
- The ability to set the example by treating those whom we serve with dignity and respect.
- The ability to convey with passion the goals and vision of Degage.
- The ability and desire to be a team player, working to fulfill the mission statement of Dégagé alongside other staff members.
- Strong time-management skills and multitasking abilities.
- Always maintains confidentiality, showing discretion and respectful communication.
- Efficient skills in active listening, crisis intervention, and trauma informed conflict resolution.
- Excellent interpersonal and customer service skills.

Specific Responsibilities:

- Maintain the everyday flow and operations of the building, ensuring a safe and welcoming environment.
- Obtain accurate knowledge of all Dégagé services to provide helpful information to guests with excellent customer service.
- Use DOWD Core Homelessness Training and Restorative Practices Training appropriately in all guest interactions.
- Monitor all guest behavior and interactions, settling disputes as needed using appropriate training.
- Maintain a high standard of confidentiality while providing accurate and timely documentation.
- Maintain Standard Operating Procedures (SOP's) while demonstrating compassion and respect.
- Communicate daily concerns and specific events, notating details in Mission Tracker and debriefer.
- Complete safety rounds and room checks.
- As appropriate, read and respond to Dégagé emails within each shift.
- Perform safety and support checks, monitoring the overall health of residents.
- Complete shift checklists as assigned, ensuring all duties are fulfilled before the end of each shift.
- Complete additional administrative support and projects as needed.
- Attend monthly staff meetings, Heartside Landings team meetings, and other professional development meetings as appropriate.
- Participate in staff development and training sessions as appropriate.
- Attend special events as requested.
- Willingness to provide flexible shift coverage as needed across the ministry.

Commitment:

This is an “at will” position. There is no length of tenure of employment implied or stated.

Within the hiring process, Dégagé conducts a pre-employment screening including a criminal background check and verification of work history.