



## Job Description

**Job Title:** Chaplain/Program Coordinator- Level 1, Center for Women and Children **Department:** Programs **Location:** 200 Macdonald Ave. **Reports To:** Program Manager, CWC **FLSA Status / Salary Grade:** NE **Date Revised:** July 2023 **BFOQ:** Female

*Bi-lingual Spanish speaking preferred*

### SUMMARY OF POSITION:

The Chaplain/Program Coordinator Level I position specializes in ministry to those most disadvantaged in our society through an empowering Christian approach to counseling and program coordination for our Life Transformation program residents that are seeking recovery from substance/chemical dependence and/or other life-controlling problems and addictions. The Chaplain / Program Coordinator- Level 1 will use a trauma informed care (TIC) approach and practices to address the needs of the guest and residents. It is the responsibility of the Chaplain/Program Coordinator- Level 1 to assist resident's needs and develop an individual recovery plan (IRP) that encompasses counseling and case management. Under the direction of the Assistant Director/Program Manager the Level I must seek and collaborate with other appropriate services to facilitate growth towards a healthy community network and support system. Counseling is Biblically based, addressing past traumas and broken relationships, life skills, physical health, substance abuse/recovery, housing, employment, and legal and mental/emotional needs and services. The Chaplain/Program will be required to conduct various programmatic classes and group sessions, ministry services in the chapel, and other ministerial duties maintaining a peaceful, hospitable, safe, transforming and supportive environment, which reflects the vision of the Bay Area Rescue Mission (BARM).

### DUTIES & RESPONSIBILITIES:

#### Administrative

- Providing support and supervision of program residents in accordance with the Standard Operating Procedures.
- Oversees the individual progress of each resident, setting goals as they move through the program and tracking their progress. These goals are to be Specific, Measurable, Attainable, Realistic, and Timely.
- Document and keep accurate, up-to-date records of residents' progress.
- Develop curriculum/letters/reports/forms and enter demographics into a database program.
- Work effectively and cooperatively with other department staff/leaders and conduct tours of BARM facilities.
- Take direction and execute ministry directives according to the leadership of the Assistant Director/Program Manager.
- Able to fulfill all duties of the Resident Assistant, filling in as needed.

#### Ministry

- Take opportunities to share the gospel of Jesus Christ, provide prayer support as available or requested.
- Provide and/or supervise Chapel service which includes prayer, spiritual guidance, preaching, communion, etc.
- Provide counseling and program coordination, which includes case management, screening, intake, assessment, orientation, etc. Demonstrate empathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
- a. Interview individuals who desire to be part of BARM programs, evaluate the information collected and make appropriate referral within BARM or to other community programs.
- b. Conduct new resident registration and orientation packets. Ensure that the potential resident has read and understands all the community guidelines and signs the required consent forms.
- c. Submit all required documentation to the supervisor for approval.
- d. Maintain a reasonable caseload of residents, providing counsel and procuring services to facilitate growth and development in Christ. Identify resident needs and goals, develop and implement the IRP linking with community resources through a referral process, to meet those needs and goals. Maintain roster, current files, and case notes for each resident.
- e. Learn and utilize trauma-informed care principles and practice to assist residents in achieving goals in their IRP
- e. Meet with residents once every week to schedule internal and external meetings/appointments.
- f. Provide Christ-centered counseling aimed at empowering residents through an identity in Christ approach to facilitate balanced growth in all areas of life as they progress through the program
- Provide basic attending/listening skills to stimulate growth, making decisions, problem solving skills, encourage positive change, and increase the resident's competence and autonomy.
- g. Ensure that all documentation is accurately maintained and circulated between staff according to the standard expectations.
- Attend all weekly meetings and collaborate with program team regularly meet with supervisor,
- Attend all other staff meetings and trainings as assigned by Assistant Director/Program Manager
- Organize, facilitate, and/or teach classes/groups as assigned, both spiritually, life-skills based, addiction recovery, relapse prevention and/or other classes pertaining to the growth and development of the residents
- Perform drug testing or breathalyzer administration and accurately document
- Fulfill other program-related tasks as assigned by Assistant Director of Programs/Program Manager
- Document accidents/incidents/write-ups in an accurate and timely manner and submit reports promptly to the supervisor for review.
- Transport residents to appointments including court hearings, doctors and community agencies as necessary.
- Respond to and diffuse situations before escalation and handle disputes/altercations exhibiting Christ-like behavior to all parties involved.
- handle emergencies/crises, determining the risks of harm to self and others, responding to the situation in a professional and Christ-like manner.
- Handle emergency procedures appropriately as outlined in the Standard Operating Procedures. Actively participate in trainings in conflict

- resolution, crisis management and/or related fields
- Performing random checks of residents' belongings and room inspection upon entrance, during their stay, and exit of property.
- Able to recognize and deal compassionately with substance abuse and mental health issues.
- Enforce rules/guidelines, policies, and standards of the BARM.
- Participate/cooperate with the court system as required (complete police reports, testify in court, etc.)
- Handle emergency procedures appropriately as outlined in the Standard Operating Procedures.
- Flexible to work other shifts as needed for holidays, sick, vacation time, camp, special events, etc.
- Interact with volunteer/intern involvement.
- Perform other duties as requested.

#### **SKILLS & QUALIFICATIONS:**

- Committed Christian, able and willing to model servant-leadership and interested in being part of a ministry serving those experiencing homelessness and suffering from mental illness and addiction issues. Grounded in the Christian faith as a mature, active member of the body of Christ in accordance with the BARM Statement of Purpose, Statement of Vision and Statement of Faith.
- Comprehensive knowledge of the word of God, able to teach others and make it applicable to everyday life.
- Strong Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- Able and willing to work under supervision and as a team player according to the standards and ministry objectives of BARM.
- Computer literate (Word, Excel, Database, Outlook); able to complete documents, reports and accurately record information. Willing to continue education as needed or required.
- Excellent communication skills: written, verbal and instructional.
- Excellent resource acquisition, negotiation, and coordination abilities.
- Must have a teachable spirit and the ability to multitask, listen, and follow instructions.
- Organized, patient, focused and solution-oriented and capable of understanding and empathizing with clients representing their best interest
- Minimum 3 - 5 years of sobriety, if in recovery.
- Insightful, trustworthy, honest, reliable, models appropriate boundaries, and strong work ethic.
- Valid California driver's license— required. Class B (preferred) with a driving record acceptable to the insurance carrier – required.
- CPR/First Aid certification – preferred.
- Yearly TB clearance – required.
- Criminal background check / Life Scan clearance – required.
- Ability to establish and maintain appropriate limits, expectations and boundaries for healthy self-care
- Ability to maintain confidentiality with residents,, partners, coworkers, and the community
- Basic knowledge of our community and Bay Area agencies and resources that are involved with homelessness and extremely low-income individuals

#### **WORKING CONDITIONS/PHYSICAL FACTORS:**

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

- Work is primarily indoors and will require climbing stairs, sitting, standing, bending, reaching, and going from building to building – *frequently*.
- Carrying up to 40 pounds up and down three flights of stairs – *occasionally May carry more with assistance*.
- 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*.
- 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, SPERO Case Mgt software); Copier/printer, Phone, Fax, Breathalyzer, and Drug Testing Kit.

#### **EDUCATION/EXPERIENCE:**

- Minimum of Associates degree in addictions counseling, human services or related field or 3 years of relevant work or education experience in similar environment - preferred
- Knowledge of substance abuse/recovery and mental illness – Required
- 2-3 year's prior related experience working with those experiencing homeless, substance abuse/addictions, mental health and/or co-occurring disorders ministry/chaplaincy or any equivalent combination of education and experiences - preferred
- Five years or more of experience working within a Christian recovery environment desired

#### **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. I understand that this job description is not all-inclusive and that employment is at-will.***

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Signature Printed Name Date