

JOB TITLE: Community Outreach Assistant  
REPORTS TO: Community Outreach Manager

STATUS: REG/FT/NE  
SCHEDULE: 40 hrs/wk,  
M-F, some Saturdays

DEPT: Outreach

REVISED: 02/03/2023

*The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

### **SUMMARY OF POSITION:**

Assisting the Community Outreach Manager in ministering to the community, residents, and volunteers in word and action through community outreach services including the Food Pantry, Clothing Closet, and other ministries. Aiming to meet the crisis and regular needs of individuals within the community and residents in our programs who seek assistance.

### **DUTIES AND RESPONSIBILITIES:**

#### Outreach Ministries

- General
  - Assist in registering and interviewing needy individuals from the community to ascertain how best to use our resources to meet their needs according to established guidelines.
  - Assist the Community Outreach Manager in meeting the needs of WSRM program residents.
  - Stock, inventory, organize, and display available items, as assigned.
  - Be an encouragement and reflect the compassion of Christ.
  - Assist with the required paperwork and documentation for each ministry.
- Specific Ministries - Assist with the various ministries as directed by the Community Outreach Manager and in accordance with WSRM guidelines, including
  - Clothing Closet Ministry - provide clients with clothing.
  - Food Pantry Ministry - fulfill client's requests for food.
  - Mobile Food Pantry - Assist with the operations, both on and off site, as needed.
  - Samaritan Medical / Dental Ministry Liaison - provide support services for Samaritan's personnel as assigned.
  - Annual Food Drives / Holiday Food Box Program / Other Events
- Other
  - Assist the Office Manager/Executive Administrative Assistant with the organization and tracking of donated items brought to WSRM for residents.
  - Assist the Volunteer Coordinator as directed by the Community Outreach Manager.

#### Administrative

- Assist the Outreach Manager in providing work therapy evaluations to case managers for residents assigned to Community Outreach, reporting any issues and/or positive feedback.
- Assist the Outreach Manager in providing documentation of statistics in Salesforce, Charity Tracker and Link2Feed, as needed; provide other documentation as assigned.
- Attend staff meetings and other scheduled meetings.
- Perform other duties as assigned.

#### Work Therapy

- Provide training, supervision, and feedback to residents as part of their work therapy, emphasizing character and work ethic-based traits.
- Perform weekly evaluations on residents and deliver via email back to their appropriate case manager.

**EDUCATION/EXPERIENCE:**

- High School diploma or GED required. Associates degree in related field preferred. Equivalent work experience may be considered in lieu of a 2-year degree.
- Minimum 1-year ministry experience preferred.
- Computer and Microsoft Office products experience required; Database software experience preferred.

**SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian, able and willing to model servant-leadership.
- Compassion for and experience working with individuals who have dealt with homelessness, addiction, poverty and/or mental illness.
- Organized with regard to people, things, and information, including project management skills.
- Team player, able and willing to work collaboratively and respectfully with others.
- Good communication skills including written, verbal and instructional.
- Good interpersonal skills: teaching, listening, and encouraging.
- Good problem-solving skills; able to make sound decisions.
- Ability to access and procure needed information and resources.
- Adaptable, trustworthy, honest and perceptive.
- Strong computer skills including Microsoft Office products and internet.
- Valid North Carolina driver’s license.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

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

Standing:	Frequently	Lifting:	Frequently, up to 50 lbs.
Climbing:	Occasionally	Walking:	Frequently

- The majority of this position requires work with a displaced and low-SES population.
- May require occasional travel, the majority of which is within the Triad area.
- In good physical health, able to climb stairs numerous times per shift.

**EQUIPMENT/TOOLS USED:**

Computer, Internet, Phone, Copier/Scanner/Fax/Printer, Forklift

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Employee Signature

\_\_\_\_\_  
Date