

JOB TITLE: Life Builders Case Manager III  
REPORTS TO: Life Builders Program Manager

STATUS: REG/FT/E  
SCHEDULE: 40 hrs/wk; M-F  
some weekends

DEPT: Programs - LBC

REVISED: 04.26.2024

*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:**

The Life Builders Case Manager III is responsible for the oversight of the residents living in the mission building and any activities. The Supervisor is the main staff member available to meet the needs of the Life Builders residents. This position may also be a point of contact for the chapel speakers and groups.

## **DUTIES AND RESPONSIBILITIES:**

### Interactions with Mission Residents in the Life Builders program

- Share the Gospel and encourage growth in Christ.
- Monitor and ensure Life Builders program residents are accounted for.
- Provide case management for residents as assigned.
- Provide support and supervision during meals and throughout the evening.
- Oversee evening chapel service and groups as required.
- Provide access to medications and monitor in accordance with WSRM policies and procedures.
- Facilitate compliance of WSRM's resident conduct guidelines, collect samples for urinalysis, and administer breathalyzer.
- Perform inspections of resident's rooms.
- Document incidents and write-ups in an accurate and timely manner and submit reports promptly to the program manager.
- Respond to and diffuse situations before escalation; handle disputes and altercations appropriately.

### General

- Understand and operate all security systems including alarms, fire panel, and smoke detectors.
- Respond appropriately to emergency situations such as fire, water damage, or accidents.
- Work in cooperation with Security.
- Interface with program staff as needed; regularly meet with supervisor.
- Submit reports to the program manager, summarizing issues and needs related to the residents.
- Receive, log, and secure donations in accordance with WSRM policies; providing receipts for all cash donations.
- Perform other duties as assigned.

## **EDUCATION/EXPERIENCE:**

- Bachelor's degree in Biblical Studies, Human Services or a related field
- 1-3 years of previous ministry experience required.
- Substance abuse/addiction counseling experience preferred.
- Experience working directly with individuals who have had homeless, mental illness, and/or addiction related issues preferred.
- Ministry experience in a rescue mission or with homeless/in recovery, preferred.

## **SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian with the passionate belief and commitment to invest in individuals, demonstrating Christ's love and grace through relationship healing and practical assistance.
- Sound knowledge of the word of God and the ability to apply Biblical truths to life, committed to studying God's Word on a daily basis.
- Attitude of teachability, able and willing to learn from own mistakes and model servant-leadership.
- Strong interpersonal skills - able to listen and guide according to Biblical principles and individual needs.
- Effectively and practically communicate and counsel according to Biblical concepts of grace, truth, and love.
- Exercise sound judgment and discernment, demonstrating proficiency in analysis, problem solving, mediation and conflict resolution.
- Handle crisis and unexpected situations with calm and clear thinking, demonstrating cooperation and sound judgment to bring resolution.
- Able to work with people in varied circumstances related to homelessness including recovery and mental illness and to treat individuals with dignity and respect in all situations.
- Willing to be CPR/first aid certified.
- Knowledge of addiction, recovery and mental illness preferred.
- Computer literate, knowledgeable in Word, and Internet.
- Highly ethical, trustworthy, and professional.
- Valid North Carolina driver's license.

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

The work is typically performed indoors interacting with a homeless population. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds.

## **EQUIPMENT/TOOLS USED:**

- Computer (Internet, Excel, Word, etc.)
- Drug Test Kits
- Breathalyzer
- Copier/Scanner/Printer

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Employee Signature

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Date