

JOB TITLE: Program Transportation Specialist STATUS: REG/FT/NE
SCHEDULE: 40 hrs/wk
REPORTS TO: Life Builders/New Life Center M-F, 8pm – 4pm
Program Manager
DEPT: Programs REVISED: 06/26/2024

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 Program Transportation Specialist is responsible for transporting Residents currently enrolled in the WSRM's men's residential programs, as assigned by their case managers.

DUTIES AND RESPONSIBILITIES:

Interactions with WSRM Residents

- Share the Gospel and encourage growth in Christ.
- Safely drive Residents to/from appointments as assigned by their case manager.
- Monitor and ensure Residents assigned by their case manager are accounted for.
- Be familiar with and facilitate compliance of WSRM's Resident Conduct Guidelines.
- Respond to and diffuse situations before escalation; handle disputes and altercations appropriately.
- Document incidents and write-ups in an accurate and timely manner and submit reports promptly to the Case Manager or Program Manager.

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 with program staff as needed; regularly meet with supervisor.
- Submit reports to the Case Manager or Program Manager, summarizing issues and needs related to the residents.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE:

- High school diploma or GED equivalent required.
- Must be at least 25 years old to meet insurance qualifications.
- 3 years minimum clean driving record required.
- Substance abuse/addiction counseling experience preferred.
- Experience working directly with individuals who have had homeless, mental illness, and/or addiction related issues preferred.
- 1-year 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 with clean driving record.

WORKING CONDITIONS/PHYSICAL FACTORS:

The work is typically performed indoors and in vehicles 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.)
- Copier/Scanner/Printer

Employee Signature

Date