

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

STATUS: REG/FT/NE
SCHEDULE: 40 hrs/wk,
M-F, some Saturdays
REVISED: 06/04/2024

DEPT: Outreach

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:

Ministering to the community, residents, and volunteers in word and action through community outreach services including the Clothing Closet, Food Pantry, and other ministries, and the coordination of Medical/Dental services. 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 the registration and interview of needy individuals from the community to ascertain how best to use our resources to meet their needs, according to established guidelines.
 - Facilitate meeting the clothing and food needs of WSRM program residents, as requested.
 - Ensure items for the community are available, stocked, organized, and displayed appropriately.
 - Be an encouragement and reflect the compassion of Christ.
 - Responsible for required reporting, paperwork and documentation for each ministry.
 - Present vision and ideas for new areas of outreach ministry, as opportunities arise.
- Clothing Closet Ministry
 - Receive referrals from partner community agencies; provide clients with clothing accordingly.
 - Make other referrals if possible to meet additional client needs (food, shelter, etc.)
- Food Pantry Ministry
 - Fulfill requests for food according to WSRM inventory and established guidelines.
- Mobile Food Pantry
 - Assist the operations of the Mobile Food Pantry, including off site schedules and possible future expansions.
 - Coordinate with local Church Leadership to provide local church volunteers to assist with onsite visits of the Mobile Food Pantry.
- Samaritan Medical/Dental Clinic Ministry Liaison
 - Coordinate with Samaritan Clinic personnel to help facilitate their needs.
 - Assist with registration of patients according to guidelines established by the Clinic.
 - Provide administrative oversight support services for the Clinic (i.e. faxing, mail services, etc.)
- Annual Food Drives / Holiday Food Box Program
 - Oversee, schedule, coordinate monthly food drive programs with schools, businesses and churches.
 - Coordinate with the Director of Development as needed.

Outreach Relationships

- Develop relationships with Volunteers, Churches, Schools, Business Owners and Community Groups as needed for Food Barrel Drives, Holiday Food Box Program, and other Outreach initiatives.
- Coordinate with the Executive Director in scheduling meetings with supporting churches/groups.

Administrative

- With the Volunteer Coordinator, provide training and supervision to our volunteers assigned to

Outreach ministries.

- Provide work therapy evaluations to case managers for residents assigned to Community Outreach, reporting any issues and/or positive feedback.
- Work with the Development Team to provide support with Marketing needs and Outreach Initiatives.
- Complete documentation of statistics in Mission Tracker and Link2Feed, as needed; provide other documentation as assigned.
- Attend staff meetings and other scheduled meetings.
- Perform other duties and special projects as assigned.

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; must be able to be insured on WSRM's automobile policy which requires 3 years minimum clean driving record and be at least 25 years of age.

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 indoors, 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

Employee Signature

Date