



Redwood Gospel Missions

Job Description

The Redwood Gospel Missions, in the Grace and Power of Jesus Christ, mobilizes our community to minister to the needy so that lives are transformed.

For:	Guest Service Manager / Operations
Location:	150 Luce Ave Ukiah, CA
Ministry:	Shelter & Recovery Ministries
Time Commitment:	30 hours per week
Supervisor:	Director of Redwood Gospel Mission Ukiah
Also Works With:	Volunteers, Outside Partnerships, Food Service Director, Operations Director, Partner & Community Director
Supervises:	Guest and Volunteers
Qualifications:	Must be fully on board with the RGM mission statement. Recovery and discipleship experience a plus (but not required), must be willing to maintain, and establish new relationships (guests, volunteers, neighborhood etc.). Team player, current CA driver license, moderate lifting, bending, and twisting, organizational skills, and able to supervisor others. Some computer skills. Good Communication.
Position Summary:	Together with supervisor & other staff, mobilize and equip volunteers. Supervise guests and volunteers. Form and maintain good relationships. Under supervision of director, you will be assisting with the oversight & coordination of the day-to-day operations of Guests Services and Volunteers. Responsible for the safety, cleanliness, ambiance of the facility and vehicles. Attend meetings and planning of events.

Duties & Responsibilities:

Job Duties:

- Open Center daily (M-F), set-up for day as needed, morning prayer with volunteers over day.
- Help facilitate volunteers into the different ministry locations.
- Monitor guests during opening hours, develop relationships.
- Help coordinate small group ministries / activities.
- Keep track of volunteers and schedules
- Conduct tours for prospective volunteers as needed.

- Coordinate scheduling of Shower and Mobile Ministry
- Text Daily Reports / Wins to lead volunteers, Director, and Executive Director
- Manage inventory of supplies and food, occasional shopping, picking up and ordering, in collaboration with donations and deliveries from Santa Rosa / Ukiah locations.
- Coordinate the daily hot dish when needed.
- When the center is closed, make sure all doors, windows, gates are locked, oven is off. Do any left-over cleaning and straightening that volunteers did not get to.
- Facility Management: Change batteries in smoke alarms, coordinate fire hydrate inspections, air filters changed, coordinate cleaning of gutters walkways, windows. (Use volunteers/guest in work assignments as appropriate).
- Take garbage cans to street every Thursday and bring in on Friday Mornings
- Help put away weekly food delivery and clothing donations as needed.
- Weekly inspections of vehicles and shower trailers
- Help with planning and coordinating events.
- Report safety, equipment needs.
- Other Duties assigned by Supervisor.

Mobilization:

- *Assist in recruiting passionate volunteers for the Center for Hope.
- *Assist in supervising volunteers, help instruct volunteers in policies and procedures.
- *Maintain existing and develop new relationships with host churches.
- *Maintain effective communication with all members of shelter and recovery, operations, mobile ministry, food ministry, and partner and community staff to help resolve any needs.

Environment:

- * House Safety: Facilitate encouragement among all guests, so that a healing environment is always maintained.
- * Communication: Have regularly scheduled with the Men's Director to review healthy structures. Initiate and facilitate dialogue and conversation between volunteers & clients so that all voices are heard and so that fair and healthy choices can be made.
- * Day Program Structure: Regularly refer to and review program structure to ensure our policies are relevant to the guests we serve. Revise & update policies to maintain best practices.
- * Neighborhood: Maintain relationships and manage cleanliness at & around neighboring businesses.