



ROLE DESCRIPTION

Role: Hybrid Role – Security Guard & Community Facilitator (Helps to create a safe, secure and positive environment with the community of people residing and working in the City Gospel Mission Homeless Shelter.)

DEPARTMENT: Homeless Services - *HS is the oldest ministry of City Gospel Mission (CGM.) We exist to provide emergency housing and an opportunity for a life reset for men in need throughout the greater Cincinnati area.*

REPORTS TO: Community Facilitator Supervisor & Dalton Site and Executive Director

CLASSIFICATION/ STATUS: Full-Time (more than 30 hours/Week, but typically 40) 2nd Shift: 3pm to 11pm Monday-Friday. If weekend hours are needed the shift times can vary. The work is conducted at 1805 Dalton Avenue, Cincinnati, OH 45214.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:

The people in this dual role serve as Security Guards that help to provide a safe and secure environment for our guests and employees and as Community Facilitators that help to create and maintain a positive community of residents who are working toward their goals of stable housing and/or employment. As Security these staff members are responsible for patrolling the premises, monitoring security cameras, responding to alarms, and aiding residents, employees and guests. They will also participate in ministry activities, as they engage with residents during meals, prayer and other daily activities. SG Facilitators work closely with the Director, Case Managers, Intake Coordinator, Volunteers, and the Homeless Services team as a whole to ensure that the men in our program are working toward positive physical, social, mental and spiritual transformation. The person may take on additional responsibilities as needed.

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of Community Facilitator in a way that is consistent with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.
2. Establish a productive working relationship with the men who are staying at the shelter. Help to maintain a safe, friendly and respectful environment that is conducive to ministry.
3. Monitor and authorize entrance and departure of residents, visitors, employees, contractors and other persons to guard against theft and maintain security of premises.
4. As needed provide written recap of daily activities and irregularities such as equipment or property damage, theft, the presence of unauthorized persons, or unusual occurrences.
5. Circulate among visitors, patrons, and employees to preserve order and protect property.

6. Help with the training and refreshers for staff regarding safety, and security procedures as needed.
7. Patrol interior and exterior premises to prevent and detect signs of intrusion and ensure the security of doors, windows, cameras, and gates. Answer alarms and investigate disturbances.
8. Participate in the process of exiting residents if needed.
9. Have an understanding of the with typical work processes including the bed assignment sheet, the CAP reservation sheet, CGM email and our team communication blog.
10. SG Facilitators must be able to handle crisis situations effectively. Aiding residents who have urgent needs will require sound judgment and initiative, since some situations cannot wait for a supervisor, another case manager or leadership staff, to engage at that moment of need. The ability to de-escalate and prevent conflicts, while helping individuals process situations, are critical skills. Community Facilitators may need to: Call Emergency Personnel or show Emergency Personnel where to go upon arrival or Sit with a Resident until Emergency Personnel arrive, etc.
11. Provide complete, accurate and timely documentation of information as needed.
12. Ensures adherence to all policies and procedures for guests, residents and volunteers.
13. Work collaboratively as part of the homeless service team to achieve organizational goals, in an environment that changing frequently. As a consequence, staff members should be comfortable if we need to modify in our programs, polices, and procedures.
14. Answer phone calls and assist with questions and transfer calls properly as needed.
15. Provide guidance and support to volunteers and donors who are teaching classes or touring the facility as needed.
16. Patrol the dining area while meals are served as needed.
17. Pray regularly for residents, staff and City Gospel Mission. We value the power of prayer and encourage staff to pray. Spiritual growth is encouraged, but not forced on residents. We believe praying for community has a positive impact on residents and staff.

As with all CGM staff members, the person in this role will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Must pass background and drug test.

PHYSICAL REQUIREMENTS:

1. The person in this role will make rounds throughout our Homeless Shelter.
2. This requires ascending/descending stairs, lifting or moving up to 50 pounds of office equipment or furnishings in a residential setting.
3. The person in this position frequently communicates with program participants and staff who have inquiries about daily tasks or changing conditions. She/he must be able to hear and verbally exchange accurate information in these situations.
4. This person as all staff must be able to execute the ALICE Training steps (Alert, Lockdown, Inform, Counter, Evacuate)

WORK ENVIRONMENT POSSIBILITIES:

The Security Guard position is performed in a variety of environments, including indoors and outdoors, and may be exposed to the following environmental conditions:

- Extreme heat and cold.
- Loud noise.
- Hazardous materials.
- Violence.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. A High School Diploma or equivalent.
2. At least one-two years of experience in security or a related field.
3. Some experience working with Homelessness, Substance Abuse, Mental Health, Housing, and the Criminal Justice systems is preferred.
4. General knowledge of computer programs such as Outlook, Word, Excel, PowerPoint, and Google Docs.
5. The person in this role should be to say no and maintain appropriate boundaries, while being gracious in doing so.

Interested candidates, please submit a resume to Kelly Wilson at KWilson@citygospelmission.org

Date Revised: 5/31/23