



Feeding hope. Changing lives.

Ministry Support Worker, HC&O Job Description

Department: Programs
Branch: Hastings, Chaplaincy & Outreach
Location: 601 East Hastings, Vancouver
Reports to: Shift Supervisor – Outreach Worker, Hastings Chaplaincy & Outreach

Job Summary:

This position will be responsible for assisting the Outreach Team as they minister to community members living in the neighbourhood of the Hastings Facility. 'Ministering' entails forming relationships, loving, praying, declaring the good news of Jesus Christ and making disciples, as well as assisting guests with material needs. The job may include making referrals for housing, clothing, shelter, recovery and a wide variety of other sundry duties as dictated by the needs of the individuals we serve. The work will be based out of the Hastings Facility; however, from time to time the Ministry Support Worker will assist Outreach at other locations.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- Actively encourage people to explore Christianity.
- As a member of the Chaplaincy & Outreach Team, provide support as well as referral services to clients from Metro Vancouver and Vancouver's Downtown Eastside.
- Assist in the running of effective programs and services that target the people we are serving.
- Assist with special events as required.
- Build strong relationships with guests/clients.
- Meet and encourage guests/clients in the neighborhood and inform them of the services offered at the Mission and other agencies.
- Refer women and children to the Women and Families Outreach Workers.
- Maintain the center and office space in a clean and presentable condition.
- Ensure that equipment is functioning properly.
- Maintain an accurate record of statistics as well as important information on guests/clients for future reference.
- Monitor chapel services; be efficient and courteous at all times.
- Maintain daily security, e.g., secure all gates and doors when no events are occurring. Always be alert to unknown persons in the building.
- Participate in staff meetings, training and development opportunities.
- Complete administrative responsibilities (i.e. time log, stories, reports, stats).
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Understanding of the importance of a high level of confidentiality within the organization and its clientele.

- Related work or volunteer experience in a community service provider organization, foundation or ministry.
- Post-secondary education or equivalent experience preferred.
- Basic English skills (verbal, reading and writing).
- Basic computer skills (Excel, Word and Outlook).
- Complete UGM Non-Violent Crisis Intervention Course.
- Class 5 Driver's License preferred.

Behavioural Competencies:

- **Adaptability/ Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Service Orientation (Level 1)**
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Continuous Learning (Level 2)**
Identify and pursue opportunities to enhance professional performance and development in effective program delivery and excellent service.
- **Interpersonal Rapport/Savvy (Level 2)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 1)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors, with up to 50% of the time spent outdoors in all types of weather.
- **Physical Requirements**
Duties require extended periods of standing and/ or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Employees are required to look at a computer screen for up to 25% of the time. Must be able to lift up to 50lbs occasionally.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Regular environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
This position works a rotation of day, afternoon, evening and overnight shifts. Weekend, evening or overnight work may be required. Moderate overtime may be required. Work on statutory holidays may be required. Due to this position's on-call nature, the employee is required to provide a means of immediate communication.

- **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____