**JOB DESCRIPTION**

| **Position** | **Department** |
|---|---|
| Residential Supervisor | Women's ES |
| **Reports to** | **Position Classification** |
| Residential Ministries Manager | Full Time; 2nd/3rd shift |
| **Direct Reports** | **FLSA Status** |
| None | Non-Exempt |
| **Location** | **Salary Level** |
| Gateway Women & Children's Center | 5 |
| **Last Update** | **JD Number** |
| 10-21-26 | 01-04 |

**Purpose/Mission/Vision**

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community.

Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen.

Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

**Position Summary**

The Residential Supervisor's role is to provide excellent hospitality while practicing effective charity principles, where daily needs for food and shelter are met and opportunities for change are offered.

**Essential Duties & Responsibilities**

- Manage all aspects of residential programs during your shift – Open Door, Pathway, and Forge to provide a safe, clean, welcoming environment for all guests/students.
- Regularly demonstrate Christ's love and the gospel's hope, which leads to real-life change and subsequent housing stability.
- Maintain guest and building safety by following safety procedures and protocols to address disruptive and dangerous behavior.

- Maintain a clean, functional residential environment through guest and staff efforts.
- Maintain accurate guest and staff records as instructed while protecting the confidentiality of guests'/students' private information.
- Responding to emergencies, assisting, and coordinating additional resources to resolve the situation.
- Ensure all medications are properly and safely kept in specified secure locations.
- Observe guest's medication use and record as instructed.
- Wash house laundry as needed.
- Ensure policies and procedures are followed for shelter operations, including but not limited to guest intake, substance use, medical screening, financial and case management, chapel services, childcare services, and any additional responsibilities assigned to guests.
- Attending regularly scheduled all-staff and department meetings.

**Personal Qualifications**

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

**Education/Experience**

- High school graduate or equivalent required
- One (1) year ministry or related experience preferred
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

**Skills and Abilities**

- Ability to administer programs, policies, and procedures
- Ability to communicate effectively – written, verbal and electronic communication
- Ability to establish and maintain effective working relationships with guests, volunteers, staff, and the public
- Basic computer skills (Microsoft Office 365, Outlook, data entry)

**Physical Activities/Demands**

- Stand, sit, walk, climb stairs regularly; lift, bend, crouch occasionally to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Read, write, and interpret written documents
- Lift and move objects weighing up to 35 pounds

**Work Environment**
Limited exposure to environmental hazards including blood borne pathogens, air borne pathogens, bodily fluids.

**2 Timothy 3:16-17** "All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work." (ESV)

Employee Signature _____ Date _____

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and are subject to possible modification to reasonable accommodate individuals with disability. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minim levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an 'at will' relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.