



MISSION WACO | WORLD

Job Description			
MWMW Position Title (type in CAPS): WALK-IN CENTER DIRECTOR – Meyer Center/My Brother’s Keeper			
Staff Group:	<input type="checkbox"/> Executive Staff <input checked="" type="checkbox"/> Program Director <input type="checkbox"/> Retail Manager <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Program Staff <input type="checkbox"/> Retail Staff <input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> _____		
Immediate Supervisor: Director of Meyer Center & Social Services			
Tasks also assigned by: Associate Executive Director of Programs			
Immediate Subordinates: Cook (p/t); Front desk monitors (p/t); interns; volunteers.			
Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <table border="1" style="float: right; margin-left: 20px;"> <tr> <td>Position Originally Created: 1-12-21</td> </tr> <tr> <td>Date Last Revised: November 2024</td> </tr> </table>		Position Originally Created: 1-12-21	Date Last Revised: November 2024
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Hours Per week: Full-time; typically 40 hours per week. Overtime is rare and must be pre-approved by supervisor. Work week is typically day-time Mon-Fri. There may be occasional Saturday mornings due to subordinate absence. During extreme cold weather times there may be alternative work schedule requested and/or required.			
General Summary: The Meyer Center for Urban Ministries is a multi-service facility, primarily serving people who are experiencing homelessness. The Walk-in Center welcomes My Brother’s Keeper shelter participants and also people from the public who are inquiring about resources available through the Meyer Center or other places in Waco. The Walk-In Center provides access to services such as showers, restrooms, mail, phone messages, shelter sign-up, as well as signing up for Case Management and Mpowerment.			
Critical Functions and Responsibilities			
1. ADMINISTRATION: a. Primary person responsible for the shelter resident mail system, including retrieving from main office in a timely manner; sorting/filing/securing mail at Meyer Center; supervising the process for distribution; gleaning out of date mail (once a month) to be returned to sender. b. Have access to eSpace so that reports can be made if maintenance needs to address any potential repairs at the MC or MBK. c. Have oversight access to Cervis and volunteers needed for MC front desk. d. Act as a liaison for Mosaic Church or other outside tenants using the facility, for any inquiries or questions they may have as they rent our chapel and various office spaces. e. Prepare budgets for any areas of supervision, as well as reviewing all Meyer Center and MBK budgets during the annual budget process. f. Coordinate shopping tasks for Meyer Center, kitchen, and My Brother’s Keeper. g. Prepare check requests in a timely manner.			
2. RECORD KEEPING: a. Track shelter fee payments from participants who receive income; at least once a week, send an update email to case management staff of which participants owe what amounts. b. Oversee data entry process of all documents being entered into HMIS, from MC and MBK, daily sheets from MC, ROI’s from MC and Applications from MBK. Some data entry tasks are part of this position’s duties as well.			

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<p>c. Act as an Access Point for Heart to Home/Coordinated Entry. This entails conducting assessments with individuals from the shelter or from the public. This also entails attending, via Zoom, multiple meetings every month.</p> <p>d. Monthly reports to supervisor and appropriate executive staff. Social Services report, ESFG report, CDBG report.</p> <p>e. Daily report (every afternoon) indicating which participants the case managers need to see the following day for case management.</p> <p>f. Track the number of days an individual has stayed in the shelter. This information goes in the Meyer Center database.</p> <p>g. Update and maintain documents used for data tracking purposes for Meyer Center and My Brother's Keeper.</p>	
<p>3. SUPERVISORY:</p> <p>a. Supervise cook for Meyer Center kitchen, where breakfast is prepared and served for residents of My Brother's Keeper shelter Mon-Thurs and Saturday. Ensure that the kitchen meets or exceeds all health department standards, and that food preparation budget is maintained.</p> <p>b. Supervise staff who are primarily assigned to front desk of Meyer Center Walk-In Center, and coordinate with any staff who are providing coverage there.</p> <p>c. Coordinate with all MC staff to create an atmosphere where policies and procedures are maintained in a firm, fair, consistent and kind process with all participants. Support use of restorative justice model.</p>	
<p>4. BENEVOLENCE: Meet with participants and people from the public to hear requests. Make decisions, based on criteria, on who receives benevolence and the amount. Follow up as necessary with phone calls, emails and paperwork. Any amount over \$500 must come through the Director of Meyer Center and Social Services and approved by the Associate Executive Director of Programs.</p>	
<p>Additional Functions and Responsibilities</p>	
<p>1. Attend monthly Mission Waco Staff meetings, Program Director meetings, team meetings, and training as scheduled.</p>	
<p>2. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW.</p>	
<p>3. Coordinate with Friday Morning Breakfast coordinator regarding any shared space issues, or any issues with participants.</p>	
<p>4. Assist the Director of Meyer Center and Social Services in all areas needed.</p>	
<p>Requirements/Preferences</p>	
<p>Minimum skills and knowledge required:</p> <ol style="list-style-type: none"> 1 year working as staff support. Basic computer skills (Word, Excel, data entry) Valid driver's license and no more than one moving violation in the past three years. 	<p>Skills and knowledge preferred:</p> <ol style="list-style-type: none"> 3-5 years working as staff support in area of serving. Experience running/preparing reports from computer databases, etc. Understanding of Christian Community Development principles and practices
<p>Minimum previous experience required:</p> <ol style="list-style-type: none"> 1 year working with people who are experiencing homelessness Some experience with trauma-based care. Familiarity with Christian Community Development principles and models 	<p>Previous experience preferred:</p> <ol style="list-style-type: none"> 3-5 years working with people who are experiencing homelessness, mental illness, or addiction/alcoholism. Experience with trauma-based care. Experience in practicing Christian Community Development principles.
<p>Minimum education required:</p> <p>Some college experience.</p>	<p>Education preferred:</p> <p>Bachelor's Degree or higher.</p>
<p>Minimum communication skills required:</p> <ol style="list-style-type: none"> Must have excellent interpersonal skills – able to communicate appropriately and compassionately under pressure. 	<p>Communication skills preferred:</p> <ol style="list-style-type: none"> Have excellent ability to communicate. Bi-lingual in Spanish and English.

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<p>2. Represents Mission Waco's values with all program participants.</p>	
<p>Behavioral, emotional, mental requirements:</p> <ol style="list-style-type: none"> 1. Must be a wise and mature individual. 2. Must be a strategic thinker. 3. Must have solid financial and organizational acumen. 4. Exhibit effective stress management and maintain a clear rational mindset in a fast-paced, high-stress environment. 	<p>Behavioral, emotional, mental preferences:</p> <ol style="list-style-type: none"> 1.
<p>Special training, certification or licensing required*:</p> <ol style="list-style-type: none"> 1. HMIS Training (can be provided as needed) 2. De-escalation Training (can be provided as needed) 3. *Notary Public (or willing to register – MWMW will pay for any fees). 4. *Food Services Manager (or willing to obtain certification) <p>*MWMW can pay for certification fees if needed.</p>	
<p>Other requirements:</p> <p>Mature Christ-follower. Able to keep flexible hours. Some lifting (50lbs). Ability to serve in a fast-paced, high-pressure environment.</p>	

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