



MISSION

WACO | WORLD

Job Description			
MWMW Position Title (type in CAPS): Street Sweep Employment Program: SHIFT LEADER			
Staff Group:	☐ Executive Staff ☐ Program Director ☐ Retail Manager	☐ Program Coordinator ☒ Program Staff ☐ Retail Staff	☐ Operations/General Staff ☐ Administrative Staff ☐ _____
Immediate Supervisor: Street Sweep Program Director			
Immediate Subordinates: Full-time (30+ hrs/wk): Part-time (up to 29 hrs/wk): Up to 4 program participants at a time Work-Study:			
Status: ☐ Exempt ☒ Non-Exempt		Position Originally Created: March 2020 Date Last Revised: July 2026	
Hours Per week: 28 hrs/wk			
General Summary: Street Sweep is a dignified employment program serving individuals in the Waco community who are experiencing or transitioning out of homelessness. Participants receive dignified wages, meaningful work experience, professional skill development, and intentional holistic support as they pursue their employment, financial, housing, and personal goals. The Shift Leader supervises Street Sweep Team Members to ensure the safe, professional, and high-quality delivery of services provided by the team. In addition to providing direct supervision, the Shift Leader actively participates in the daily operations of Street Sweep by performing cleaning, maintenance, labor, and community service tasks alongside team members. Shift Leaders are responsible for leading by example while providing coaching, instruction, encouragement, and corrective feedback to the participants they supervise. They promote accountability, develop participant skills, foster a positive work environment, and ensure assigned work is completed to Street Sweep standards while advancing the mission of the Street Sweep Employment Program. Specific duties, responsibilities, and expectations may vary depending on assigned work crews and are outlined in applicable team-specific procedures.			
Critical Functions and Responsibilities			
1) Supervise, coach, and work alongside Street Sweep Team Members to safely complete assigned work according to program quality standards.			
2) Build positive, professional relationships with participants that encourage growth, accountability, and success both on and off the job.			
3) Model and reinforce professional workplace behaviors, including punctuality, communication, teamwork, reliability, safety, customer service, and attention to detail.			

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Other duties and requirements in the Street Sweep program may be assigned at any time.*

4) Provide on-the-job instruction and coaching to ensure team members understand expectations, develop new skills, and perform assigned tasks correctly.
5) Address performance concerns promptly through coaching, documentation, and corrective action when appropriate, while maintaining dignity and respect.
6) Collect and accurately document operational data, and other required information to support program operations, reporting, and fundraising.
7) Ensure proper care, cleaning, maintenance, and accountability of all program vehicles, equipment, tools, and facilities, reporting maintenance or safety concerns promptly.
8) Maintain regular communication with the Program Director regarding participant progress, operational challenges, customer concerns, safety issues, and recommendations for program improvement.
9) Promote a safe work environment by ensuring all participants follow safety procedures, use personal protective equipment properly, and comply with Street Sweep policies.
10) Safely operate program vehicles and, when necessary, tow program trailers.
Additional Functions and Responsibilities
1. Team specific responsibilities can be found on the attached appendices.
2. Attend MWMW staff meetings as schedule permits, but as often as possible.
3. Participate in Giant Worldwide leadership and communication assessment and training as provided by MWMW.

Requirements/Preferences	
Minimum skills and knowledge required: 1. Demonstrated ability to lead, motivate, and build positive working relationships with a team. 2. Ability to learn, demonstrate, and effectively teach job tasks and workplace expectations. 3. Demonstrate professionalism through integrity, communication, punctuality, accountability, initiative, teamwork, customer service, and attention to detail.	Skills and knowledge preferred: 1. Understanding of the causes and barriers associated with homelessness and poverty. 2. Experience mentoring, coaching, or developing others. 3. Ability to motivate and build positive team culture. 4. Strong problem-solving and conflict resolution skills. 5. Ability to work independently while leading a team.
Minimum previous experience required: 1. Demonstrated maturity, reliability, sound judgment, and personal responsibility necessary to supervise participants, operate program vehicles, and represent Street Sweep professionally. 2. Previous experience leading, supervising, training, or mentoring others preferred.	Previous experience preferred: 1. One or more years of supervisory, team leadership, or coaching experience. 2. Experience working with or empowering individuals experiencing homelessness or other marginalized populations. 3. Experience in janitorial, landscaping, litter abatement, maintenance, or other related service industries.

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Minimum education required: 1. High school graduate or equivalent.	Education preferred: 1. College coursework or degree preferred.
Minimum communication skills required: 1. Basic computer proficiency, including Microsoft Word, Excel, email, and mobile communication applications. 2. Ability to communicate professionally with participants, supervisors, coworkers, customers, and community partners.	Communication skills preferred:
Special training, certification or licensing required: 1. Valid driver's license	
Behavioral, emotional, mental requirements: 1. Maintain healthy professional boundaries with participants. 2. Demonstrate patience, empathy, and emotional maturity while maintaining accountability. 3. Effectively manage conflict and de-escalate difficult situations. 4. Exercise sound judgment and maintain confidentiality. 5. Support the mission and values of the Street Sweep Employment Program.	
Other requirements: 1. Ability to physically lift and carry up to 50 pounds. 2. Ability to work outdoors in varying weather conditions for extended periods. 3. Valid driver's license with an acceptable driving record. 4. Ability to safely operate program vehicles; experience towing trailers preferred. 5. Mature Christian who supports the mission, vision, and values of Mission Waco.	

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Appendix A

Trash Pickup Shift Leader Functions and Responsibilities

The functions and responsibilities contained in this Position Description are not all inclusive. Other duties and requirements within the Street Sweep program may be assigned at any time.

The Trash Pickup Shift Leader is responsible for leading the litter abatement team while ensuring services are completed safely, efficiently, professionally, and in accordance with Street Sweep quality standards.

- Lead daily safety meetings and ensure all Team Members understand the day's assignments, hazards, and expectations.
 - Assign work areas and responsibilities based on participant abilities, experience, and workload.
 - Monitor work quality throughout the shift and provide real-time coaching to maintain Street Sweep standards.
 - Ensure litter, debris, and illegal dumping are removed thoroughly from assigned service areas.
 - Verify that sidewalks, medians, parking lots, public spaces, and other assigned areas meet customer expectations before leaving the site.
 - Train Team Members on proper litter collection techniques, safe lifting practices, traffic awareness, and proper PPE use.
 - Ensure all equipment, grabbers, carts, bags, PPE, and vehicles are used properly, cleaned, and returned in good condition.
 - Monitor participant attendance, productivity, and professionalism throughout the workday.
 - Address minor performance concerns through coaching and communicate significant concerns to the Program Director.
 - Promote teamwork, accountability, and respectful communication among Team Members.
 - Maintain positive relationships with customers, business owners, and members of the public while representing Street Sweep professionally.
 - Document completed work, service issues, maintenance concerns, and operational data as required.
 - Report safety hazards, property damage, customer concerns, or incidents to the Program Director promptly.
 - Assist with participant development by recognizing successes, encouraging growth, and reinforcing workplace expectations.
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Appendix B

Lawn Care Shift Leader Functions and Responsibilities

The functions and responsibilities contained in this Position Description are not all inclusive. Other duties and requirements within the Street Sweep program may be assigned at any time.

The Lawn Care Shift Leader is responsible for leading lawn maintenance crews while ensuring services are completed safely, efficiently, professionally, and in accordance with Street Sweep quality standards.

- Conduct daily safety meetings and review equipment operation, weather conditions, and job assignments before work begins.
- Assign mowing responsibilities based on property needs, participant skill level, and production goals.
- Ensure each property is serviced according to Street Sweep quality standards before leaving the job site.
- Train and coach Team Members on proper mowing patterns, edging, trimming, blowing, equipment operation, and customer service.
- Monitor work quality throughout the day and provide immediate coaching to improve efficiency and workmanship.
- Ensure equipment is operated safely and in accordance with manufacturer recommendations and Street Sweep safety policies.
- Inspect equipment daily and ensure routine cleaning, fueling, maintenance, and reporting of repairs.
- Verify that trailers, trucks, equipment, and tools are loaded, secured, and accounted for before leaving and returning to the shop.
- Monitor participant attendance, productivity, professionalism, and safe work practices throughout each shift.
- Address performance concerns through coaching and communicate ongoing issues to the Program Director.
- Maintain positive customer relationships by communicating professionally and responding appropriately to customer questions or concerns.
- Document completed services, customer requests, equipment issues, and operational information as required.
- Promote teamwork, accountability, and continuous skill development among Team Members.
- Assist in training new Team Members and reinforcing Street Sweep policies, procedures, and workplace expectations.

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