



The Union Mission Job Description

Dedicated to serving God by serving the most vulnerable people in the community; the poor and homeless.

POSITION: Director of Program Support Operations **DEPARTMENT:** Programs/Ops **DATE:** 7/2023

RESPONSIBLE TO: Sr. Director of Programs **STATUS:** Exempt **BFOQ:** Religion

SUMMARY: Provide direction and leadership to the area of program support operations which currently includes: Food Services, Housekeeping/Janitorial, and Security. Work collaboratively with respective Program/Ops Leadership Team to fulfill defined goals in alignment with The Union Mission purpose and strategic plan. Directly supervise and manage department staff to include scheduling, hiring, training, evaluating, and professional development/training. Ensure that all aspects of Program Support Operations are Christ-honoring and provide outstanding support and services to our programs and those we serve in the community.

DUTIES & RESPONSIBILITIES:

1. Provide support, oversight, and direction to the Food Service, Housekeeping/Janitorial, and Security departments, ensuring adequate staffing and on-going training to facilitate optimal operation.
2. Ensure sufficient staffing for department; actively participate in defining needs and associated hiring and training.
3. Responsible for supervision, scheduling, discipline, training, and evaluation of direct reports.
4. Work with Sr. Director of Programs on disciplinary actions, and dismissals; consult with HR as appropriate.
5. Work in concert with key ministry leaders to support, influence, and shape the ministry and shelters' overall mission to serve guests and the community.
6. Conduct regular staff meetings; set individual and departmental goals with direct reports.
7. Build, develop, and improve operations, processes, and procedures to support Program Operations and strategic direction.
8. Participate in timely and accurate reporting; keep Sr. Director of Programs informed.
9. Directly lead and manage department managers and other direct reports, providing coaching, support, feedback, and accountability to attain goals and standards and provide optimal service. Provide opportunities for on-going staff development.
10. Oversee campus security initiatives, inclusive of engagement with local law enforcement and first responders.
11. Ensure cleanliness, security and safety of both the interior and exterior of Program buildings.
12. Report any requests for repair to the appropriate staff for the upkeep of buildings, vehicles and properties.
13. Ensure the inspections of lighting, smoke detectors, fire extinguishers, suppression systems, alarm systems backflow and storm water management as regulated by law and according to safety standards.
14. Engage in emergency planning and coordination with community partners such as Food Bank of Southeastern Virginia, vendors, contractors, and other related entities.
15. Coordinate facility and equipment needs with Facilities Manager.
16. Attend weekly and other meetings
17. Other duties as assigned

QUALIFICATIONS:

- Christ-centered servant leader, able to lead a diverse team in creating and sustaining a work environment that models Eph. 4:12, recognized for radical customer service, innovative problem solving, cost effectiveness, accountability, and results.
- Considerable experience serving within a hospitality industry/setting with a distinct Christian resolve and heart to serve the most vulnerable.
- Strong interpersonal skills; a team player, able to comfortably and quickly establish rapport with others representing a wide diversity of demographic and cultural characteristics.
- Excellent team-builder and leader, able to grow and develop staff to enhance strengths individually and as a team.

- Must be of exemplary character displaying respect, accountability, integrity, and professionalism.
- Excellent manager of time and resources, with a stewardship mindset; able to discern tasks and projects by priority and ensure that associated deadlines are met.
- Safety conscious with a strong knowledge of facility operations, OSHA standards and regulations, Food Services and Security.
- Level-headed, purposeful in reactions, proactive problem solver. Effective in managing challenging customers or conditions.
- Sound analytical ability, good judgment, and strong operational focus.
- Flexible, able to appropriately respond to emergencies and needs of TUM. May require working extra or odd hours.
- Knowledge of drug and alcohol, mental illness, homeless and poverty issues strongly desired.
- Computer literate, proficient in Word, Excel, internet and email.
- Possess a valid driver's license with a driving record acceptable to insurance carrier.
- Able to successfully pass background clearances.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities on a regular and ongoing basis – *frequently*.
- Hear, speak, and see – *continuously*
- Requires regular interaction with homeless, impoverished, and individuals in recovery
- Environment may be odorous due to lack of personal hygiene and intoxication of guests – *occasionally*.

EDUCATION/EXPERIENCE:

- Minimum Associates' degree, technical degree or combination of education and experience in the areas of operational focus.
- Five (5) plus years' supervisory and/or management experience in the areas of operational focus or related
- Previous experience in the non-profit/ministry sector as well as in the for-profit sector desired
- Previous experience with a Rescue Mission helpful

Requirement:

The Union Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry. As such, each employee must have a personal relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of The Union Mission;
- Subscribe to The Union Mission Doctrinal Statement and Qualifications for Employment upon hire and continuously while employed;
- Endeavor, in good faith, to fulfill the purpose and Mission of The Union Mission;
- Adhere to The Union Mission Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein and that I can fulfill this position including but not limited to the Physical Requirements/Working Conditions (with or without accommodation) unless otherwise noted. I understand that this job description is not all-inclusive and that employment with The Union Mission is always at-will.

Signature

Printed Name

Date