

**Los Angeles Mission, Inc.**  
**Job Description**

**Job Title:** Emergency & Guest Services Outreach  
**Department:** Emergency & Guest Services  
**Reports To:** Manager of Emergency & Guest Services  
**FLSA Status:** Regular, Full Time, Non-Exempt,  
**Prepared By:** Human Resources  
**Revised Date:** June 2021

**SUMMARY:**

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Display executive level maturity and maintain confidentiality regarding private and sensitive information. Must demonstrate skills of a coordinator/liaison for our community of friends and neighbors. Relieves Manager of ER & Guest Services of clerical work by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Assist Manager of Emergency & Guest Services as assigned.
- Assist in providing LAM community of friends and neighbors with community resources, such as healthcare referrals, housing, benefits and community outreach services, outpatient referrals where appropriate.
- Serves as community outreach coordinator/liaison, scheduling and conducting tours of the Los Angeles Mission for guests, community representatives, outside agencies and corporate representatives.
- Serves as an advocate for friends and neighbors.
- Assist Fresh Start graduates and Life Start program participants in finding housing.
- Must have great communication and people skills.
- Maintains confidentiality regarding private and sensitive information.
- Answer phones, schedule appointments for our community of friends and neighbors.
- Relieves Manager of ER & Guest Services of administrative and clerical duties.
- Ensure support to the Director of Life Start and housing options.
- Proficient in Client Track; CES and HMIS system.

**SUPERVISORY RESPONSIBILITIES:**

None

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High School diploma or GED required. Certification in Case Management or Drug and Alcohol Counseling preferred. Requires a minimum of three years' experience in a faith-based social services, rehabilitation program or ministry.

**TECHNOLOGY SKILLS:**

Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, MS Excel, MS Access, MS PowerPoint and internet-based applications internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions. Must be HMIS certified.

**LANGUAGE SKILLS:**

Ability to read, write and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and large and small group situations to visitors, clients, and employees of the organization. Ability to communicate with tact and professionalism.

**MATHEMATICAL SKILLS:**

Basic arithmetic skills and statistics proficiency require required.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to remain calm in stressful situations. Ability to transition through a variety of tasks and responsibilities throughout the work shift. Ability to demonstrate tact and diplomacy in all interactions with staff, students, and guests of the Mission. Ability to always exercise good judgment.

**LOS ANGELES MISSION EVENTS:**

All Mission employees are required to work the four (4) yearly Mission Street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions; typically, comfortable allowing for both air-conditioning and heating. Noise level low to moderate. While performing the duties of this job, the employee may be exposed to carriers of contagious diseases. The employee may have to deal with irate or irrational clients who may or be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc. or who may have mental or physical disabilities.

**LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER:** and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

**I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the organizational policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approval

\_\_\_\_\_  
Date