



Job Description

Job title	Manager: Crossroads
Department(s)	Crossroads
Reports to	Chief Operating Officer
Division	Operations

Position Overview

Supports organizational operations by maintaining program systems and supervising staff.

Essential Job Functions

- Oversee all aspects of services, safety and operation of Crossroads and Banfield.
- Coordinate program planning and supervision of clients with TCM staff:
 - Facilitate team meetings, providing direction on program planning and implementation
 - Coordinate with other managers to ensure all staff are participating in prescribed client services and program implementation
 - Coordinate intake and exit process
- Play a significant role in program and process improvements to ensure the goals of Senior Management are being met.
- Communicate regularly with staff and clients the Crossroads services and expectations.
- Responsible for the oversight of daily Chapel: Bible teaching in accordance with Article II of the Constitution and By-laws of The City Mission as attached.
- Communicate regularly with Senior Management regarding service and program effectiveness, trends in crisis services, and knowledge of other community based programs.
- Coordinate client activities, providing enriching classes, programs, activities and services that are consistent with agree with the Mission of TCM.
- Ensures statistics are being collected accurately, communicating any changes that require adjusting statistics collection.
- Establishes program standards; measures results; makes necessary adjustments.
- Informs management by analyzing statistics, summarizing information and identifying trends.
- Recruits, selects, and trains salaried/unsalaried staff.
- Coaches, counsels and disciplines employees; conducts performance evaluations.

- Maintains professional knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Plans and implements systems, layouts, and equipment procurement.
- Prepares annual budget; schedules expenditures; analyzes; initiates corrective actions.
- Has final authority regarding potential disagreements between departments as it relates to the client's well-being.

Professional Qualifications

- Bachelor's degree in relevant field
- Ability to work in a fast-paced, challenging and dynamic environment
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Crisis intervention and conflict resolution skills
- Experience in supervision and management
- Microsoft Office proficient
- Supply management skills
- Expense budget tracking skills
- Delegation skills
- Process management skills
- Reporting skills

Spiritual Qualifications

- Professes Jesus as Lord and Savior
- Believes the Bible to be the inspired, infallible, & ultimate authoritative Word of God (II Timothy 3:16; II Peter 1:21)
- Patterns life after the example of Jesus and the commands and principles found in the Bible
- Desires to serve the Lord in the ministry of rescue

Essential Physical and Mental Functions

- Remains in a stationary position for approximately 30% of the time
- Stand or walk for up 60% of the time on various surfaces (tile, concrete, carpet)
- Climb stairs occasionally
- Occasionally bend/twist at waist/knees/neck to perform various duties
- Operates a computer
- Constant use of eyes (correctable vision to normal level required) to observe, read, interact with public and co-workers, view security monitors; includes hand/eye coordination
- Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones

- Work in various environments including adverse outdoor conditions such as cold, rain or heat;
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments
- Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines
- Must be able to frequently prepare written reports and logs in neat, legible handwriting;
- Must be able to communicate professionally via computer programs such as Microsoft Outlook
- Must be able to read and understand all operating procedures and instructions
- Must be able to handle pressure of constantly working with individuals in crisis

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Signed: _____

Date: _____

HR use only	
Management? (Yes/No)	Yes
E/NE status	Exempt
Last revised	February 2017