

## **Shepherd's Heart Fellowship**

**Job Title:** Director of Outreach and Chaplain

**Department:** Outreach Ministries

**Reports To:** Rector and Executive Director

**FLSA Status:** Exempt

**Date:** May 28, 2025

### **Job Summary/Overview**

The Director of Outreach and Chaplain is a pivotal leadership role at Shepherd's Heart Fellowship, serving as the primary contact for individuals experiencing homelessness and other needs within the Drop-in Center, The Hill Free Store, and through external outreach. This role is responsible for fostering a safe and supportive community in the Drop-in Center, connecting clients with essential resources, building relationships that lead to housing and comprehensive support, and providing compassionate spiritual care grounded in the Anglican Christian tradition.

### **Key Responsibilities**

#### **I. Drop-in Center Operations & Supervision:**

- **Operational Oversight:** Oversee all daily Drop-in Center operational procedures. Oversee all weekly free store operational procedures.
- **Team Leadership & Development:** Recruit, train, supervise, and mentor Drop-in Center, Free Store, and Sunday Eucharist service staff and volunteers.
- **Resource Management:** Manage inventory for distributed goods (e.g., bus passes, clothing, food) and oversee donation processing and center organization.
- **Food Service Management:** Develop and adapt the weekly food service plan, ensuring cost-effectiveness and adherence to food safety guidelines.
- **Issue Resolution:** Serve as the primary point of escalation for client concerns, behavioral incidents, and operational issues.
- **Documentation & Reporting:** Ensure accurate and timely completion of all required operational records.

#### **II. Spiritual Care & Ministry:**

- **Pastoral Leadership:** Lead daily Morning Prayer services as needed and weekly Wednesday and Sunday Holy Eucharist services.
- **Church Life:** Offer and administer the other sacraments of the Church including baptism, holy matrimony, funerals, confession, and preparation for confirmation as needed.
- **Direct Spiritual Support:** Offer compassionate spiritual support to clients during times of difficulty and crisis, adhering to prayer ministry guidelines. This can include visitation (hospitals and nursing homes) ministry as needed to support the church attenders, drop-in clients, veterans, and staff during times of need and crisis.
- **Staff Spiritual Development:** Lead staff in prayer times during prayer meetings and at staff meetings.

#### **III. Outreach & Partnerships:**

- Community Engagement: Lead strategic outreach efforts within the local neighborhood and directly engage with homeless communities and those in need to connect them with our services and to invite them to participate in church life.
- Partnership Development: Cultivate and sustain partnerships with external ministries and social service agencies to expand client resources.
- Needs Assessment: Conduct ongoing needs assessments and manage donated material goods to meet client needs.

#### **IV. Collaboration & Administration:**

- Inter-Ministry Collaboration: Foster collaborative relationships with all SHF ministries for integrated support.
- Budget & Grant Management: Ensure programmatic compliance.
- Resource Curation: Maintain and update directories of internal and external client resources.

#### **V. General Duties:**

- Perform other duties as assigned.

#### **Qualifications**

- Bachelor's degree in a related field of study or commensurate experience.
- Requires five (5) years of experience in direct service with vulnerable populations.
- Requires five (5) years of experience in a supervisory/management role.
- Have a mature faith in Jesus Christ as his/her Lord and Savior and be active in a church.
- Be a Christ-like model for clients and staff in attitude, speech, and actions toward others.
- Be supportive of the Shepherd's Heart Fellowship's mission and doctrinal statements.
- Strong understanding of the challenges faced by individuals experiencing homelessness.
- Excellent interpersonal, communication (written & verbal), and active listening skills.
- Ability to remain calm and effective in crisis situations, with knowledge of de-escalation techniques.
- Proficiency in computer applications and record-keeping.
- Ability to work effectively both independently and as part of a team.
- Knowledge of local community resources for homelessness, health, and social services is highly desirable.
- Physical ability to lift and move supplies and stand for extended periods.