

CHRISTIAN AID CENTER  
Job Description: **Guest Services Manager**

**Department:** Women & Children Services  
**Reports to:** Women & Children Services Director  
**Employment Status:** FT, on-call

**General Description of Work:** This position provides and oversees guest services at the Center for Women and Children, ensuring each guest is treated with dignity, respect and trauma-informed care.

**Duties & Responsibilities:**

The Guest Services Manager is responsible for:

- Conducting and/or assisting in the shelter intake process which includes learning guest stories, assisting them with intake forms, reviewing guidelines, conducting UAs, and providing Center resource and environment orientation.
- Engaging guests in weekly case management, providing support and accountability in meeting their personal goals and living in community.
- Collaborating with other staff, volunteers, and community partners to bring resources and support to Center guests.
- Informing/advising the team regarding guest progress and recommendations and document guest progress in Mission Tracker.
- Work closely with the Center Director on potential referral and transition of Emergency Shelter guests into the Residential Recovery Program.
- Assist guests transitioning out of the CAC.
- Participating in weekly Women & Children Services meetings and staff meetings.
- Assisting in educating the public on homelessness and the challenges homeless families face.
- Assisting Center Director with representing the CAC at events and presentations.
- Other duties as assigned.

**Qualifications:**

- Two years of relevant experience preferred.
- Knowledge of or willingness to learn about issues related to homelessness such as; mental health disorders, substance use disorders, and the effects of trauma.
- Strong interpersonal skills; including ability to diffuse conflict, maintain composure, and treat all guests and staff with dignity and respect.
- Ability to create an environment that instills value in those who reside at the CAC and promotes transformational growth.

**Knowledge, Skills & Abilities:**

- Excellent initiative, communication, and time management skills.
- Calmness when addressing upsetting or unusual behavior.
- Ability to meet people where they are and support them in their goals.
- Ability to encourage others while holding them accountable to their responsibilities.

**Personal Attributes & Values:**

- Committed to leading through a relational philosophy of grace and truth.
- Maintains a high level of integrity, confidentiality, professional boundaries, and ethical behavior

**Applicants provide two professional references and one or more personal references.**

---

**About the Christian Aid Center:**

With more than 75 years of rescuing and restoring lives in the Walla Walla Valley, the Christian Aid Center—Walla Walla Rescue Mission (CAC) is one of the first places that hurting individuals seek when in time of need and despair. In 1946, CAC started as a soup kitchen and chapel for men, and in time evolved into a homeless shelter.

Today, while we still address the same basic needs of sheltering and feeding needy men, women and children; we ultimately offer the opportunity for real-life change through long-term recovery programs.

An average of 60 individuals find refuge at our shelter every night, and we provide breakfast and dinner daily for anyone in our community who is hungry—resulting in more than 47,000 meals served every year. Other services include food giveaway, childcare, wellness clinic, barbershop, life-transformation programs, referrals, spiritual encouragement and volunteer opportunities.