

## Job Description for Service Centre Manager (Powerhouse)

### Background

U-turn Homeless Ministry is a thriving, Christian, non-profit organization based in Cape Town, South Africa. Founded in 1997, we are motivated by the love that God has shown the world and having experienced His undeserved love & grace ourselves, it continues to inspire us to help individuals in need.

U-turn believes that the world will be a better place for EVERYONE, if homeless people are assisted to become whole again! Wholeness, not merely in financial or physical ways, but also in relational, spiritual and in self-esteem. We believe that this is possible and with the right help, everyone can become whole.

We believe that a task as ambitious as this cannot be achieved on our own and for that reason, we cherish, cultivate and actively pursue effective partnerships: effective partnerships with other service providers, effective partnerships with the communities in which we operate and also effective partnerships with street people themselves. We also believe that in a thriving society, everyone should be able to work, and that work should be meaningful. For this reason, our 2<sup>nd</sup> phase rehabilitation programmes are delivered via on-the-job training in real work engagements that is overseen by Occupational Therapists. These programmes are designed to inculcate a healthy work ethic, furnish modern job skills and give 18-24 months of real work experience so that individuals can learn how to be gainfully employed and participate in the 21<sup>st</sup> Century economy.

At U-Turn we believe in **life after homelessness**. We believe that every homeless individual should have access to an effective pathway that addresses their physical, spiritual and emotional needs so they can leave the streets and become a long-term productive member of society. If you share these values and beliefs, and would love to be part of the team, we gladly invite you to consider this exciting new position available at U-turn at the moment!

### The position

The Service Centre Manager (Powerhouse) works in the U-turn 1<sup>st</sup> phase team. This team is tasked with providing services to street people that have not yet entered into our rehabilitation programme. Services are provided on a drop-in basis and include food and clothing as well as Occupational Therapy based interventions to help individuals reconsider options available to them. The ultimate aim of 1<sup>st</sup> phase services are to prepare individuals to participate in our 2<sup>nd</sup> phase work-based rehabilitation programme.

A vacancy has arisen for a resilient, personable individual who wants to show love and care for society's most vulnerable members. This is a paid, full time position.

The key responsibilities include:

- Oversee the day to day operations of the Service Centre – known as the Powerhouse. This includes managing the budget, maintaining and where necessary improving infrastructure (building & vehicle maintenance) so that services can be delivered.
- Ensure that daily services are delivered safely and efficiently at the Service Centre (i.e. Voucher earnings, Voucher shop, Food services, Group sessions and Referrals), and engage with any clients who are breaking U-turn rules such as acting aggressively.
- Manage staff at the Powerhouse, as well as the Life Change team based at the centre. The latter will require close contact with U-turn's second phase.

- See drop-in's and refer to relevant people within U-turn, also see individuals and family by appointment and explain U-turn's services to the individual and family.
- Conduct initial screenings of clients attending the service centre and do internal referrals to the member of the Rehab team.
- Present the Bible in a way that encourages change during the evening food service.
- Organise and conduct food pickups where necessary and liaise with donors.
- Manage voucher systems regarding earning, redemption at the Service Centre (including feedback to donors) and feedback to Voucher Coordinator.
- Build and improve the understanding of U-turn's 1st phase work amongst partners & community (e.g. field workers forum, Claremont CID field workers etc.)

### Knowledge required

- An understanding of addiction and the process that is involved to enter and stay in recovery.
- An understanding of the problem of entitlement and how to facilitate change in this.
- Bible knowledge e.g. major doctrines, meta narrative of the bible (creation, fall, redemption, recreation)

### Skills

- Driver's license
- Good communication skills
- Bible teaching skills
- Good administrative skills
- A resourceful individual that is not easily flustered

### Attitudes

- Willingness to assist and help out where necessary
- Willingness to learn
- Willingness to grow personally
- Open to change
- Must be able to take initiative

### Next Steps

Candidates interested in this position must submit a letter of motivation and CV to [lise@homeless.org.za](mailto:lise@homeless.org.za)