

Job Title: Coverage Staff

Type: Paid, Part-Time non-exempt

Love & SONshine

M I N I S T R I E S

Position Summary: The Coverage Staff at Love & SONshine Ministries (LASM) is responsible for maintaining a safe, supportive, and nurturing environment during their assigned shifts for pregnant women and new mothers. The primary responsibilities include ensuring the well-being and security of residents, addressing emergencies, and assisting with various duties as needed.

Key Responsibilities:

1. Resident Support:

- Create a secure, welcoming environment for residents.
- Be available to address resident inquiries and offer assistance as needed.
- Assist with resident programs, schedules, meal preparation, and other needs consistent with maintaining a maternity home.
- When working an overnight shift, staff can sleep in the staff bedroom or on a sofa (as staff prefer) after residents are in their rooms for the night and other required tasks are completed.

2. Safety and Security:

- Conduct regular security rounds to guarantee the facility's safety and security.
- Ensure windows are closed and locked at bedtime when the alarm system is engaged.
- Ensure that residents are in the home by curfew, and in their rooms by final curfew. If not, take the appropriate action outlined in the resident handbook and/or contact the manager on staff (either the Resident Advisor or the House Manager).
- Respond promptly to emergencies and disturbances, following established protocols and contacting relevant authorities when necessary.

3. Crisis Intervention:

- Provide emotional support to residents in crisis and assist in de-escalating challenging situations.
- Adhere to emergency response protocols and ensure residents' safety during critical incidents.

4. Documentation:

- Maintain accurate records of shift activities, incidents, and developments; update after shift.

5. Basic Needs Assistance:

- Encourage mothers to parent their children. Help them understand how to properly care for their infant through education, encouragement, and modeling behaviors; however, feeding, changing diapers, bathing children and all other care of the child is the mother's primary responsibility. Administration of children's medication, such as fever reducing medication or antibiotics, should be given to the parent in the appropriate dosage by the staff, but the parent administers the medication (with supervision by the staff) to the child. Staff should never give medication to a child unless in an emergency. Medication administered should be noted on the log located in the office.
- Ensure that any special dietary or medical requirements of residents are met.

6. Cleanliness and Organization:

- Oversee the cleanliness and organization of common areas and residents' living spaces.

- Ensure residents complete chores and task lists as identified in weekly house meetings and monthly schedules.
- Ensure facilities are maintained in a clean and sanitary condition following established hygiene protocols.
- Residents are responsible for the cleanliness of their rooms and other shared areas such as upstairs bathrooms, kitchen and living room spaces, etc.
- Each resident is responsible for washing and cleaning her own dishes after meals and cleaning up after feeding her child. Staff may offer assistance with a child while a resident is doing schoolwork or other resident programs, but this is only at the discretion of the staff, and not as a general rule, and not a requirement of the job.

7. Communication:

- Maintain effective communication with full-time and other staff, volunteers, and management to ensure a smooth shift transition.
- Report maintenance issues or facility concerns to the relevant personnel for resolution.

General Job Duties for All Shifts:

- NO PHOTOS policy. Please do not take photos of residents or their children.
- Due to privacy concerns for our residents, posting anything personal about LASM on social media is prohibited. LASM has Facebook and Instagram pages, and you are welcome to like and share anything on that page. Never post photos or information directly about any resident or their child.
- Be knowledgeable about the resident's responsibilities as per their Resident Handbook, as well as the disciplinary process.
- Use Time Clock as trained when starting and ending shift.
- Read progress notes at start of each shift, and update as appropriate when going off shift.
- Provide a safe environment by ensuring residents abide by the rules and policies set forth.
- Ensure outside doors are always locked.
- Keep thermostat at a reasonable temperature; residents are not allowed to change the thermostat.
- Provide transportation in emergency situations.
- Assist House Manager as requested with projects/tasks.
- Ensure that all kitchen and common area chores are completed as outlined for residents.
- No cursing, yelling, arguing, or disrespectful exchange of any kind.
- Hold residents accountable for any infractions using the disciplinary guidelines outlined in the resident handbook, and with the collaboration of the House Manager.
- Able to give UA/breathalyzer tests and follow guidelines in the resident handbook.
- Knowledge of each resident's goals and progress.
- Be a positive Christian role model in all your actions and words. Be comfortable praying for/with residents as needed. Conversations should never include politics, racial innuendos or remarks, or information about your personal love life.
- Maintain confidentiality and comply with HIPAA regulations.

Qualifications:

- High school diploma or equivalent (relevant certifications or training are an advantage).
- 2 years' experience in human services, counseling, social services or related field.
- Previous experience in a similar role, ideally within a maternity home, shelter, or healthcare setting preferred.
- Exceptional interpersonal and communication skills, emphasizing compassion, patience, and nonjudgmental behavior.
- Knowledge of issues experienced by those facing addictions, instability, trauma and pregnancy.
- Valid Montana driver's license, acceptable driving record, and proof of insurance.
- Ability to work independently and make sound decisions under pressure.
- Knowledge of crisis intervention, emergency response, and safety procedures.
- Commitment to upholding residents' privacy and confidentiality.
- Must be able to pass a federal background check and drug test.
- The Coverage Staff must be called of God; committed to serve, and willing to work to uphold a godly Christian home atmosphere, and be firm but loving in relationships, realizing that many women will come with problems associated with addiction, men, authority figures, and trauma.
- The Coverage Staff must agree with and adhere to LASM Statement of Faith and core values.

Required Physical Demands:

- Able to walk up and down stairs frequently
- Able to regularly lift up to 25 pounds and occasionally lift up to 40 pounds
- Standing – approximately 1/3 of on-the-job time
- Walking – approximately 1/3 of on-the-job time
- Sitting – approximately 1/3 of on-the-job time
- Use of hands to finger, handle, or feel – approximately between 1/3 and 2/3 of on-the-job time
- Reach with hands and arms - approximately less than 1/3 of on-the-job time
- Talking or hearing – approximately greater than 2/3 of on-the-job time
- Vision – close vision (clear vision at 20 inches or less). Far Vision (clear vision over 20 feet). Vision may be corrected.
- Travel/driving – may be required or requested to provide emergency transportation to resident. May be requested to occasionally attend meetings, offsite training, or other work-related events. May require the use of a personal vehicle. Note that the ability to properly and safely install a child seat is required if a resident and their child are transported.

Work Schedule: This position may require overnight, weekend, or holiday shifts. The specific schedule will be determined based on LASM's operational requirements.