Job Title: Shower Program Coordinator – Fixed Site Outreach

Organization: Good Roots Ministry @ Our Redeemer Lutheran Church
Location: Garden Grove, California
Position Type: Part-Time (**Wednesdays, 7:30 AM – 2:00 PM** / *Includes 30 minutes for prep and 30 minutes for cleanup/wrap-up*)
FLSA Status: Non-Exempt
Reports To: Chair, Ministry Center Team
Salary Range: $22.00 – $26.00 per hour (Dependent on Experience)

Position Summary
The Shower Program Coordinator oversees the weekly operations, safety, and hospitality of the Good Roots Ministry indoor shower facility at Our Redeemer Lutheran Church in Garden Grove, which **operates every Wednesday from 8:00 AM to 1:00 PM** for unhoused neighbors. This role combines hands-on facility management with compassionate, relational ministry. The coordinator ensures that the facility remains a clean, safe, and dignifying space, managing guest intake, facility sanitation, volunteer teams, coordination with the external towel service, and maintains connections to broader supportive services during operational hours.

Essential Duties and Responsibilities
- **Weekly Operations & Hospitality:** Manage Wednesday opening (7:30 AM) and closing (2:00 PM) protocols of the indoor shower area; oversee guest intake, check-in, and the appointment schedule from 8:00 AM to 1:00 PM; cultivate a welcoming, trauma-informed environment.
- **Sanitation & Health Compliance:** Execute and supervise strict cleaning and disinfection protocols for shower stalls, fixtures, and common indoor spaces between individual guest uses; ensure compliance with standard health guidelines to maintain a hygienic environment.
- **Perimeter & Safety Management:** Monitor the indoor facility and immediate exterior perimeter to maintain a peaceful atmosphere; enforce facility rules and boundaries; utilize proactive de-escalation skills to resolve conflicts calmly and safely.
- **Volunteer Leadership:** Schedule, train, and guide volunteer teams assisting with Wednesday hospitality, registration, and clothing distribution; brief volunteers on safety, privacy, and trauma-informed interaction.
- **Towel Service & Supply Management:** Manage logistics for the external towel service vendor, including tracking inventory, coordinating clean drop-offs, and staging soiled towels for pickup; manage the stock and distribution of hygiene items, undergarments, and socks.
- **Care Coordination:** Build trusting relationships with guests during their visits; assist in linking individuals with on-site resources, partner non-profits, or Orange County health and housing programs.

Qualifications & Skills

- **Spiritual Alignment:** A strong commitment to the mission of the Good Roots Ministry to serve vulnerable populations with respect, dignity, and compassion.
- **Availability:** Confirmed availability to work on campus **every Wednesday morning and early afternoon**.
- **Experience:** 1+ years of experience working directly with unhoused populations, street outreach, crisis intervention, or community-based non-profits.
- **De-escalation Skills:** Proven capability to navigate a high-traffic indoor setting with patience, firm professional boundaries, and strong conflict-resolution skills.
- **Physical Stamina:** Ability to stand for long periods, perform regular physical cleaning and facility maintenance tasks, and lift up to 30 pounds (e.g., heavy supply or towel bins).
- **Preferred Certifications:** First Aid/CPR certification; formal training in Trauma-Informed Care or Mental Health First Aid is highly desirable.

Compliance & Conditions of Employment

- **Background Screening:** Employment is contingent upon the successful completion of a comprehensive background check (Live Scan) as required by California law.
- **Safety Training:** Mandatory adherence to and completion of OSHA bloodborne pathogens and chemical safety (HazCom) training, provided upon hire, for handling indoor sanitation products. ELCA required safety training.

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To apply or learn more about the **Shower Program Coordinator** position, please submit your resume or contact:

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Good Roots Ministry @ Our Redeemer Lutheran Church
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Good Roots Ministry is an equal opportunity provider. Background screening (Live Scan) and safety training are mandatory conditions of employment.