

Shelter Support Staff

Winter Shelter Support Staff

Under the supervision of the Shelter Manager or Shelter supervisor, shelter support staff completes a wide variety of tasks including cleaning, restocking supplies, minor maintenance, driving and grounds work. Within this scope of work, Shelter Support Staff duties will vary day to day based on shelter needs. Specific responsibilities on any particular day will be assigned by the Shelter Supervisor and/or Shelter Manager.

General Expectations

Works in accordance with HHC values and ethics standards including:

- Guests/participants, colleagues and volunteers treated with respect at all times.
- Complies with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening or derogatory language at all times unless an emergency situation requires special behavior.
- Maintains confidentiality of guest information both in and outside of work.
- Treats all guests and fellow staff members fairly in accordance with HHC guidelines and policies.
- Completes all checklists, incident reports, time cards and other written materials carefully and honestly.
- Collaborates actively with fellow staff members to achieve HHC objectives and improve services. Functions as a supportive team member enhancing the effectiveness of colleagues. Offers feedback as needed but in a respectful and open manner.
- Assumes responsibility for understanding and following HHC procedures, outside agency regulations, laws and standards applicable to his/her area of responsibility.
- Reports any ethical violations or significant failure to follow HHC policy to appropriate management staff.

Specific Responsibilities

1) HHC supplies

- a) Restock assigned supplies as assigned.
- b) Maintain assigned supply storage areas to keep supplies well organized.

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- c) Deliver supplies to other HHC administrative and program locations.

2) Provide cleaning support

- a) Complete cleaning tasks as assigned. All cleaning to be completed to a professional standard.
- b) Exercise care in the use of cleaning products.
- c) Provide outdoor maintenance as requested.

3) Drive HHC vehicles if approved for driving and when assigned.

- a) Maintain safe driving practices at all times.
- b) Report vehicle maintenance issues as required.
- c) Maintain logs of trips taken in accordance with HHC policy.

4) Other tasks as assigned

- a) Assist with moving light materials, furniture, or guest bags.
- b) Complete minor maintenance tasks.

Qualifications

Ability to work independently and work effectively with individuals experiencing homelessness. Valid driver's license and good driving record required.

Position

This is an hourly position with hours scheduled between 8:00 am and 6:00 pm daily. Compensation begins at \$15.75 per hour.

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