

## **Job description**

### **Shelter Staff**

Shelter staff are responsible for supporting the operation of the evening and overnight shelter. Shelter operations staff report to the assigned shelter supervisor on a day to day basis and to the Shelter Manager overall. Shelter operations staff may be assigned to the main shelter or to the Warming Center during the winter months.

### **General**

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. Manages access to the shelter/warming center in accordance with the shelter admit list and NLHHC policies.
2. Checks guests entering the shelter or warming center at night to prevent the introduction of alcohol, drugs, weapons or other prohibited items. Supervises the storage of guest belongings and medications to comply with limits outlined in policy. Monitors compliance with Covid precautions including wearing masks and social distancing.
3. Circulates frequently through the shelter and on shelter grounds to maintain a welcoming and safe environment. If assigned answers phones and provides information to callers.

4. Provides access to supplies as needed by guests. Monitors use of guest computers and phones. Distributes supplies upon request. Restocks supplies as directed.
5. Explains NLHHC policies as needed. Enforces NLHHC policies unless an exception is required by unusual circumstances. Documents all exceptions to policy in the logbook. Direct guests who need additional assistance to Help Center or other resource.
6. Completes basic shelter cleaning tasks assigned to his/her shift.
7. Monitors showers, use of bathrooms and smoke breaks.
8. Helps with meal service and other tasks as assigned.
9. Responds to emergency situations taking appropriate action to protect guest and personal safety. Documents all serious incidents in the logbook and with an incident report.
10. Completes shelter paperwork as assigned. Reports any maintenance issues or supply shortages.
11. Supports the operation of the quarantine site if assigned.

### **Qualifications**

Candidate must be reliable with a strong ability to work independently and effectively with staff and individuals experiencing homelessness. Bilingual speakers encouraged to apply.

### **Position**

This is part time hourly position, nights and weekends required. Compensation is \$15.00 per hour.

### **Application**

Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For more information about the work of the New London Homeless Hospitality Center please check our website at [NLHHC.org](http://NLHHC.org).

Applications may be submitted by email to:

Nicole Thomas

Personnel Manager

*New London Homeless Hospitality Center is an equal opportunity employer that does not discriminate on the basis of race, religion, color, national origin, sex, military status, age, disability, sexual orientation, gender identity, genetic information, creed, citizenship status, or any other characteristic protected by federal, state or local laws. This policy applies to all of New London Homeless Hospitality Center's hiring practices, and to all terms and conditions of employment.*

Work Remotely

- No

Job Type: Part-time

Pay: \$15.00 per hour