

Shelter Operations Staff –Winter 2022-23

Shelter Operations staff are responsible for supporting the operation of the 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 winter Warming Center.

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/warming center to maintain a welcoming and safe environment. If assigned answers phones and provides information to callers. Welcomes and

directs visitors/staff from other agencies and assists them in locating individuals they are seeking.

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/isolation site if assigned.
12. Drives HHC vehicles if assigned. (Requires valid license and ability to be added to HHC's insurance policy)

Qualifications

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

Position

This is a seasonal (11/1/22-4/15/23) hourly position with overnight hours scheduled between 5:00 pm and 10:00 am daily. Compensation begins at \$16.00 per hour or \$16.50 per hour if authorized to drive HHC vehicles.

Applications

Applications will remain open until a candidate is selected. 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 a more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

New London Homeless Hospitality Center
Shelter Operations Staff

Applications may be submitted by email to:

Nicole Thomas
Personnel Manager
personnel@nlhhc.org

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10/3/22