

## **Shelter Operations Staff –Winter**

Between November and April NLHHC provides an overnight winter warming center in addition to our regular shelter. This can as much as double the number of people using our site on State Pier Road during cold weather. We add temporary staff during the winter months to manage this increase. Seasonal staff may be assigned to our location at 325 Huntington Street to support regular shelter, winter warming center or daytime drop-in center operation based on needs.

### **Position**

This is a seasonal position--up to five months from mid-November to early April. Schedules vary but most include evening hours. Full time or part time schedules are available. Pay is between \$17.00-\$19.00 per hour based on experience and assigned tasks. While these positions are seasonal, historically some winter employees move to regular full year positions when the winter season ends.

We begin the hiring process in October so interested applicants are encouraged to apply as early as possible.

### **Qualifications**

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

### **Specific Responsibilities**

1. Manages access to the shelter/warming center/daytime drop-in center as assigned 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.
3. Circulates frequently through the shelter/warming center/daytime drop-in 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. 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.
9. Drives HHC vehicles if assigned. (Requires valid license and ability to be added to HHC's insurance policy)

### **Applications**

Interested applicants should submit a detailed cover letter describing his/her relevant experience. For a more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

Applications may be submitted by email to:

Nicole Thomas  
Personnel Manager  
[personnel@nlhhc.org](mailto:personnel@nlhhc.org)

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