

**LANCASTER COUNTY FOOD HUB**  
**812 North Queen Street**  
**Lancaster, PA 17603**

**Position Title:** Low Barrier Emergency Shelter Operations Attendant – Winter Shelter  
**Reports To:** Shelter Manager

**Status:** Part Time; Temporary; Overnight; up to 30 hours per week including weekends

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**PROGRAM SUMMARY:** The Lancaster County Food Hub (LCFH) provides a low barrier, co-ed, emergency, overnight shelter, seven days a week with expanded bed capacity during Winter Shelter months, December 22 – March 31. Our focus is on providing a warm, safe, and dry place for those who are unsheltered with the ultimate goal of helping them secure more stable living conditions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. In coordination with Shelter Manager, communicate supply needs and replenish supplies as assigned
2. Serve as onsite contact for Shelter Manager and associated contractors, e.g. portable toilets, trash, and other contractors
3. Report all maintenance issues to Shelter Manager
4. Create and promote an environment that is stable and welcoming while reinforcing program rules, structure, and safety guidelines.
5. Complete nightly check-in/check-out for guests
6. In accordance with LCFH Shelter Program policy, address all emergencies in a timely and safe manner, including appropriate authorities where necessary.
7. Ensure security contracts and shelter staff consistently conduct bed, locker room and facility checks to ensure the safety, welfare and security of guests during their stay.
8. In accordance with LCFH Shelter Program policy, report nightly incidents of concern to appropriate staff and associated partner agencies.
9. Maintain the highest level of confidentiality in relation to services users and staff and all information, written or verbal, concerning the shelter
10. Support volunteers in acclimating to the shelter rules and procedures, as needed.
11. Other duties as assigned.

**EDUCATION, KNOWLEDGE AND COMPETENCIES:**

**Education, Certifications and Knowledge:**

- High School Diploma or GED
- Ability to work flexible hours and days and/or nights during this time frame.
- Experience working with the homeless population preferred but not mandatory
- Understanding of trauma-informed care guidelines preferred but not mandatory
- Social work experience preferred but not mandatory
- Bilingual with Spanish preferred but not mandatory
- Basic computer skills

- Valid PA Driver's License.
- PA Criminal Background Check and PA Child Abuse clearances are required.
- Strong interpersonal and communication skills including the ability to interact well with individuals of diverse socioeconomic and cultural backgrounds.
- A commitment to maintain a high standard of work performance, attendance, appearance, and punctuality at all times
- Ability to multi-task and maintain organization in a changing, at times hectic, environment.
- Ability to handle delicate or difficult interpersonal situations effectively and tactfully.
- Ability to work effectively with all people, including those with mental illness, development disabilities and/or addictions.
- Willingness to proactively seek supervisory input, resources and information needed to accomplish job.

**SUPERVISORY:** None

**MENTAL AND PHYSICAL DEMANDS; including ENVIRONMENTAL FACTORS:**

- Assist with setting up and breaking down of shelter
- Ability to lift up to 25 pounds occasionally
- Ability to participate in prescreen drug testing program and comply with organization's drug testing and use policy
- Frequently make quick decisions and concentrate on tasks at hand in spite of distractions which interfere. Continually handle a diversity of problems and performs multiple tasks.
- Operate a computer approximately 10% of the work hours, 75% of the work hours are spent walking the facility and interacting with clients.
- Must have reliable transportation to and from work.
- Must be able to understand long-term goals over short-term solutions.