

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

**Position Title:** The Welcome Place Low Barrier Emergency Winter Shelter Operations Attendant  
**Reports To:** Shelter Coordinator

**Status:** Full Time Temporary; up to 40 hours per week, three potential shifts: 8 pm to 2 am; 2 am to 8 am; 8 pm to 2 am

---

**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 1 – 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.

**JOB SUMMARY:** This is a full time, temporary position including some weekends.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Coordinate supply needs in coordination with Shelter Manager; retrieve supplies from 812 N. Queen Street as assigned
2. Serve as onsite contact for Shelter Manager and associated contractors, e.g. portable toilets, trash, and other contractors
3. Serve as a consistent and positive presence for guests, partner agencies, volunteers and visitors.
4. Complete nightly check-ins for guests (first shift only)
5. Ensure all safety and security procedures are being implemented on each shift.
6. Handle all emergencies by contacting appropriate authorities and completing appropriate incident reports.
7. Ensure security staff and shelter attendants conduct bed and facility checks to ensure the safety, welfare and security of guests during their stay.
8. Report all maintenance issues to Shelter Manager
9. Maintain the highest level of confidentiality in relation to services users and staff and all information, written or verbal, concerning the shelter
10. Ability to work flexible hours and days during this time frame.
11. Support volunteers in acclimating to the shelter rules and procedures, as needed.
12. Other duties as assigned.

**EDUCATION, KNOWLEDGE AND COMPETENCIES:**

**Education, Certifications and Knowledge:**

- High School Diploma or GED
- Experience working in underserved population required
- Social work experience appreciated
- Bilingual with Spanish appreciated
- 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 identify and effectively address core issues and concerns in a variety of situations.
- Capacity for handling delicate or difficult interpersonal situations effectively and tactfully.
- Capacity for working effectively with all people, including those with mental illness 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
- 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.
- Ability to operate a motor vehicle.
- Must be a self-starter and motivated.