

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

Position Title: Low Barrier Emergency Shelter Outreach Attendant - Winter
Reports To: Shelter Manager

Status: Full Time; Temporary; up to 40 hours per week; rotating weekends

PROGRAM SUMMARY: The Lancaster County Food Hub (LCFH) provides a low barrier, co-ed, emergency, overnight shelter, seven days a week on the campus of Ebenezer Baptist Church. Our focus is on providing a warm, safe, and dry place for those who are unsheltered with the ultimate goal of helping them secure permanent housing and more stable living conditions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Create and promote an environment that is stable and welcoming while reinforcing program rules, structure, and safety guidelines.
2. Place safety, security, and consistency and treating guests with dignity in a trauma-informed care environment as top priorities
3. Serve as a partner to day shelter outreach team by communicating night shelter client needs or concerns.
4. Model trauma, de-escalation and outreach-informed care practices for partner shelter attendants and take lead on interactions or incidents requiring specialized approaches.
5. Work collaboratively with shelter and outreach coordinators to contribute to client plans, outputs and positive outcomes.
6. Utilize trauma informed de-escalation strategies when needed
7. Attend bi-weekly Shelter team outreach meeting
8. In accordance with LCFH Shelter Program policy, address all emergencies in a timely and safe manner, including appropriate authorities where necessary.
9. Conduct bed, locker room and facility checks to ensure the safety, welfare and security of guests during their stay.
10. Maintain the highest level of confidentiality in relation to services, clients, and staff and all information, written or verbal, concerning the shelter
11. Other duties as assigned.

EDUCATION, KNOWLEDGE AND COMPETENCIES:

Education, Certifications and Knowledge:

- Bachelor's Degree or equivalent education and experience
- Understanding of trauma-informed care and de-escalation guidelines required
- Experience working with the homeless population 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.