



Job Description

Client Services Assistant (Full-time) – Emergency Shelter Staff

Reports To

The Client Services Assistant will report to the Client Services Manager.

Job Overview

The position requires flexibility in the incumbents scheduled hours and will include evenings and weekends. The position will work in the Emergency Shelter, but will support other positions as needed.

Responsibilities and Duties

- Assist with or complete:
 - Maintain the overall quality of the shelter program;
 - Provide program-based activities as directed;
 - Develop a shelter schedule
 - Recruit and maintain shelter sites;
 - Recruit, maintain, and train shelter volunteers;
 - Enforce policies of the shelter to ensure safety of guests, volunteers, and staff;
 - Purchase and maintain supplies;
 - Complete intake of applicants for the shelter program;
 - Help shelter guests in identifying personal goals, support guests in achieving goals, and support guests' efforts to self-sustainment;
 - Issue vouchers to qualified guests of the shelter;
 - Provide oversight and coordinate all activities at the shelter and resource center.
- Support all other departments of LCCM as needed.

Qualifications

- Education level – High School diploma or GED preferred.
- Experience – Knowledge and experience in social services, specifically shelter operations is preferred.
- Specific skills – Ability to work with a computer, utilize Microsoft Office suite, and knowledge of the H.E.A.R.T. system.

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- Personal characteristics – Must be customer service oriented, positive, and having a desire to make an impact on individuals' lives.
- Certifications – no requirement
- Physical abilities – The work requires the usual dexterity of limb and mind with walking, bending and lifting (normal lifting of equipment and supplies). The majority of the work will require extended periods of standing, walking and/or lifting.
- Will have knowledge of resources in the Lebanon Community and surrounding counties, the ability to organize and prioritize unplanned tasks, and provide guidance and support to volunteers.

Additional Information

- The work environment is generally performed in the resource center; however, transportation must be available to travel to the shelter (Church hosting shelter).
- The regular contact with individuals will be with fellow team members, volunteers and the guests we server. It is expected the Client Services Assistant will:
 - Treat others with respect and dignity
 - Ensure privacy when provided with sensitive information
 - Will listen attentively and follow directions provided both orally and written

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Compassionately communicating God's love to the people of Lebanon County by serving their immediate felt needs, empowering their personal sustainability, and sharing the heart of God with them.