

# **Job description**

## **Welcome Center LightHouse**

### **Organization Profile:**

LightHouse Women and Children's Center is a new venture of Hope Rescue Mission in Reading, PA to provide emergency and transitional housing for women and children. Hope Rescue Mission is a faith-based nonprofit organization that has been operating for 129 years to serve homeless men in Berks County. LightHouse will provide services to single women, women with children and unaccompanied youth in a new building where each family will receive their own private room. They will be given a safe place to stay where they will be treated with compassion and dignity. We are looking to hire dedicated employees who are committed to making a difference in the lives of those who will be staying at LightHouse. Every day we will work together to create a culture that allows our guests and team members to grow and reach their full potential.

### **Job Summary:**

The Welcome Center staff are responsible for facilitating a warm, safe, and healing environment as the primary first point of contact for individuals entering the center. Staff will assist guests and walk-ins in connecting with appropriate staff members or fulfilling simple requests. The Welcome Center Staff will support the center through regular campus security checks and camera monitoring.

### **Duties and Responsibilities:**

- Enforce all LightHouse policies and procedures.
- Maintain the safety and security of shelter guests, co-workers, volunteers, equipment, and building. Regularly monitor the cameras.
- Engage, interact with, and work toward fostering positive relationships with center guests with courtesy.
- Possess the ability to make quick and sound decisions within the center environment.
- Provide support during emergent situations as needed, including participant de-escalation and medical emergencies.
- Be trained and willing to administer Narcan in the event of an opiate overdose.
- Assist staff in connecting center guests to necessary social services and community resources.

- Support and assist guests in completing activities including laundry and personal space cleanliness and organization.
- Answer phone calls and direct calls to appropriate staff members
- Complete shift checklist and logs in a timely and efficient manner.
- Assist in meal preparation and service as needed
- Assist with kitchen, bathroom, and communal area clean-up as needed.
- Other duties as assigned by supervisor.

**Job Type:** Full Time & Part Time shifts available Day, Evening and Overnight

**Reports To:** Director of Operations

**Benefits:** Paid Time Off (Full time only)

### **Required Skills and Experience**

- Passion for LightHouse's mission, vision, and core values.
- Excitement to work in an environment that values creative problem solving and open communication.
- Experience with homeless, mentally ill, and medically frail populations.
- A working knowledge of Microsoft Office products including Outlook, Word and Excel is preferred.
- Dedication to assisting others while fostering their self-esteem and dignity.
- Commitment to trauma informed care to create a safe, healing environment.
- Bi-lingual/Spanish speaking preferred
- Individuals with military experience or Veteran status are encouraged to apply.

If interested in applying, please send your resume to: [craffensperger@HopeForReading.org](mailto:craffensperger@HopeForReading.org)