



POSITION: Guest Services Staff

SUPERVISOR: Engagement Center Manager

CLASSIFICATION: Full-time, Hourly, non-exempt

LTHC MISSION: Lafayette Transitional Housing Center, Inc. (DBA LTHC Homeless Services) is a non-profit organization which provides housing, offers supportive services and other opportunities that will support housing stability for people who are experiencing homelessness in our community. Our mission is to provide housing and services to individuals, families and Veterans in Greater Lafayette who are experiencing homelessness so they may secure income and permanent housing.

POSITION SUMMARY: The Guest Services Staff assist LTHC guests in meeting critical needs, such as: food, clothing, meals, and such that may affect their housing. They will meet our guests' needs with an empathetic approach and by using compassion, flexibility, respect, and dignity. They will create an atmosphere of good hospitality while interacting with anyone facing a housing crisis and using our supportive services to become housed.

ESSENTIAL FUNCTIONS

- Assist guests in completing Intake Form to be enrolled in LTHC services
- Ensure guests are signed in appropriately utilizing HMIS
- Answer general questions, from guests and community (phone/walk-ins), in a friendly, courteous manner
- Distribute necessary items to guests in need (i.e. toiletries, laundry soap...)
- Assist kitchen staff with meal preparation and clean up, when needed
- Ensure the Engagement Center is clean and organized
- Ensure all supportive services are available and used appropriately
- Deliver appropriate disciplinary action to guests who are in violation of Center's policies
- Maintain documentation/statistical information to generate monthly reports
- Attend monthly staff meetings (additional meetings as needed)

ADDITIONAL RESPONSIBILITIES

- Maintain confidentiality of all guests enrolled in LTHC services
- Contribute to a positive work environment
- Follow company policies and procedures
- Must maintain philosophy of the TEAM Approach (Together Everyone Accomplishes the Mission)
- All other tasks assigned by supervisor deemed necessary and is beneficial to the program and guests

QUALIFICATIONS AND REQUIREMENTS

- High school diploma; or, a minimum, experience in a directly related field
- Serve as a passionate and informed advocate for ending homelessness
- Passion for Human Services and servant leadership

- Must possess the temperament that will tolerate working with guests who have a variety of difficulties who are actively in a housing crisis
- Valid driver's license, preferred. Must have/maintain vehicle liability insurance and provide copy for personnel file if operating a company vehicle
- Strong verbal and written communication skills

PHYSICAL REQUIREMENTS

To perform the essential functions of this job, the employee is regularly required with or without reasonable accommodation to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copier, telephones and other office equipment. May require lifting up to 50 pounds. Requires normal range of hearing and vision.

ACKNOWLEDGEMENT

Acknowledgement of this position description does not constitute a contract of employment. This position can be modified at any time for any reason by the management of LTHC Homeless Services.

Employee Signature: _____ Date: _____

CEO _____ Date: _____