



Job Title: Cold Weather Shelter Specialist (Temporary)

Location: Multiple Locations; New Britain, CT

Schedule: Shifts varies; 2 people per shift, daily. December 1, 2025 - March 31, 2026

Type: Multiple temporary Non-Exempt positions available: Full-Time, Part-Time, & Per Diem . \$18.50/hr

Reports to: HCC Site Director

Job Purpose: In collaboration with the Central Coordinated Access Network (CCAN), The Friendship Service Center (FSC) will operate emergency programs that provide triage, diversion, case management to people at risk of and experiencing literal homelessness during inclement weather months. This position is classified as ESSENTIAL. Therefore, the employee must report for work when scheduled, regardless of weather or other conditions that affect travel, and remain on duty until relieved by the supervisor or person scheduled for the next shift. The Cold Weather Shelter Specialist's primary function is to keep participants safe in the evening and overnight hours. Other key functions of the Cold Weather Client Specialist are listed below.

Duties and Responsibilities:

- Instill the mission of the FSC in your daily work: "Our work is love made visible".
- Ability to work with diverse populations, individually and as a part of a team, with a commitment to ending homelessness in our community.
- Ensure safe transport for overnight guests to and from emergency shelter space to the community center, establishing head counts for meals and ensuring participants have what they need;
- Coordinate the ordering and delivery of meals for participants, including pick-up on occasion;
- Support the facilitation of showers and laundry use for participants, including assisting with light cleaning and sanitation between uses;
- Support the coordination of placement in warming centers, and/or emergency shelters through established protocols as needed;
- Consult with supervisor regarding client personal needs, behavior and service planning;
- Perform demographic intakes and maintain records with client data as requested each night for clients accessing services;
- Familiarize guests with program policies and procedures, holding accountable through reminders as needed;
- Foster positive and communicative relationships with community partners, participants, volunteers, interns, staff, and management;
- Follow appropriate critical incident protocol and accompanying documentation, maintaining a comprehensive and accurate written record of events that occur during shifts, as well as thorough incident reports
- Update database of existing social service resources for clients, working with local agencies, organizations, businesses and churches to increase awareness of the resources available and gaining connections to new resources;

- Receive, account for and secure all inventory received during the shift;
- Attend meetings, trainings and community events, as appropriate or required;
- Ensure a safe and manageable environment for program participants. Monitor residential areas and grounds through periodic rounds to ensure security, documenting any concerns and providing an accurate written record of events that occur during shifts and provide a comprehensive shift report;
- Provide a supportive, encouraging environment. Demonstrate ability to de-escalate situations, and provide crisis intervention and necessary support and resources as needed;
- Maintain and update program census including check-in/check-out protocols;
- Answer telephone and route calls or messages to appropriate staff.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the employer.

Qualifications/Requirements:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Dependability – consistently at work and on time, reports to all scheduled shifts, follows instructions, responds to management direction and solicits feedback to improve personal performance, and completes tasks in a timely and accurate manner
- Flexibility – Be flexible and able to work with individuals experiencing homelessness from various backgrounds and at different skill levels.
- Experience – previous experience working with the homeless population is preferred
- Communication – Read, write and interpret written documents. Communicate effectively with guests, co-workers, community partners and volunteers.
- Willingness to attend and participate in mandatory training and meetings as assigned.
- Bilingual English/Spanish is strongly preferred
- Strong understanding of or previous experience with harm reduction, trauma-informed care, and housing first is required.

Physical Requirements:

The physical requirements described below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- The physical ability to travel to assigned locations, stand, stoop, bend, reach, pull, push, lift, grasp, climb, talk, see, hear and perform basic and light home maintenance activities, and operate office equipment.
- The physical ability to move and lift light objects up to 30 pounds such as mail, supplies, files, and equipment.
- The ability to operate office equipment requiring continuous or repetitive hand/arm movements.
- The ability to remain in a sitting position for extended periods of time.