



The Warming Place

Nantucket's only shelter for the unhoused

WE'RE HIRING!

Registration Staff Member

The Warming Place | Nantucket, MA
Part-Time • Seasonal • Non-Exempt • \$30/hour

About The Warming Place

The Warming Place provides a warm, safe, and supportive place for people experiencing homelessness on Nantucket. During the winter season, we provide overnight shelter, meals, and connections to medical, mental health, and social services.

We are looking for a dependable, compassionate person to join our overnight team. The Registration Staff Member is responsible for opening the shelter, registering guests and ensuring that dinner is served. This position is very important because the first hours of shelter operation often set the tone/environment for that night.

Position Details

Reports to: Shelter Manager **Season:** November 1 – April 30 **Schedule:** 5:30 PM – 8:00 PM **Pay:** \$30/hour

Key Responsibilities

- Open the shelter and with the help of volunteers, organize the registration table, dining area, and kitchen.
- Register guests. Includes searching guests' clothing, storing guest belongings, performing a temperature check, and filling out all required forms.
- Support volunteers when they serve the meals and ensure all safety protocols are followed.
- Train volunteers as needed on procedures and policies and ensure they are followed.
- Monitor guest compliance with all policies and procedures and address non-compliance. Record and inform the Shelter Manager of all issues.
- Respond appropriately to emergencies and unexpected situations, including providing basic first aid, use of AED, and Narcan, along with contacting appropriate support when needed.
- Converse with guests to help create a compassionate environment and sense of community.
- Inform the Shelter Manager when groceries or other supplies are needed, when there is a problem with the shelter (e.g., too cold), and of all other issues that require their support.
- Evaluate individual guests' needs for services and referrals and inform the Shelter Manager.

What We're Looking For:

- Dependable, responsible, and able to follow through on assigned responsibilities.
- Compassionate, nonjudgmental, and respectful of people with diverse needs, experiences, and life circumstances.
- Comfortable working independently.
- A strong communicator with good interpersonal and conflict-resolution skills.
- Able to build positive relationships while maintaining appropriate professional boundaries.
- Comfortable handling challenging situations with patience, calmness, and respect.
- Able to follow established procedures while exercising good judgment when unexpected situations arise.
- Spanish-speaking is a plus.

Education & Experience

- Required: High school diploma or GED.
- Preferred: Degree, certification, or experience in a human services field.

Preference will be given to individuals with experience in healthcare, hospitality, or other settings where they have worked directly with people. Experience working with individuals experiencing substance use, mental health challenges, or disabilities is helpful.

How to apply:

Please contact us at lucia@thewarmingplace.org for more information or to apply.

If you are looking for meaningful work where you can make a difference in the lives of people in our community, we would love to hear from you!