



Job Title: Clothing Program Lead
Reports To: Clothing Program Manager

Department: Clothing Program
FLSA: FT, Non-Exempt, \$16–18hour DOE

Organization

Founded in 1961, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services.

Overview

The Clothing Program Lead supports the daily operations of HNS's Clothing Program, ensuring individuals and families in our community are welcomed with dignity, compassion, and respect. This role assists the Clothing Program Manager in maintaining an organized, safe, and client-centered clothing space while helping clients access clothing that meets their needs.

The Program Lead plays a key role in upholding HNS mission, culture, and values while ensuring the clothing program remains a vital, accessible resource for neighbors in need.

Responsibilities

Key duties include, but are not limited to:

- Support daily operations of the HNS Clothing Program, including opening, closing, and maintaining the space.
- Assist with organizing, stocking, rotating, and maintaining seasonal clothing inventory.
- Assist with basic data tracking such as client visits, inventory trends, and service usage.
- Step in as acting lead for the Clothing Program when the Program Manager is unavailable.
- Navigate challenges calmly and respectfully, referring complex situations to the Program Manager or appropriate HNS staff.

Volunteer Support & Team Collaboration

- Assist with onboarding, training, and supporting volunteers during Clothing Program shifts.
- Help coordinate volunteer tasks and provide clear direction during daily operations.
- Model professionalism, kindness, and teamwork aligned with HNS's mission.
- Partner with HNS program staff to coordinate holistic client support, remove barriers to services, and apply sound judgment and appropriate flexibility when exceptions are needed.

Donations & Community Stewardship

- Assist with receiving, sorting, and quality-checking donated clothing and household items.
- Ensure donated items meet HNS guidelines and are stored or displayed appropriately.
- Serve as a positive representative of HNS to donors, volunteers, community partners, and staff.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. HNS will provide reasonable accommodations for qualified individuals when appropriate.

Qualifications Requirements:

- Experience in nonprofit services, community programs, retail, volunteer coordination, or customer service preferred.
 - Experience working with individuals and families experiencing housing instability or financial hardship preferred.
 - Ability to safely and repeatedly lift moderate amounts of weight (approximately 20–50 pounds) and stand for extended periods on hard concrete floors.
 - Ability to reach, balance, walk, stoop, kneel, and crouch as needed.
 - Availability may occasionally include hours outside regular operations, including some weekends.
 - Ability to manage a variable work pace.
 - Ability to respond safely in emergency situations.
 - Respect and sensitivity toward individuals of diverse cultural, racial, sexual, religious, and ethnic identities.
 - Strong organizational, communication, and interpersonal skills.
 - Ability to supervise volunteers and support a collaborative team environment.
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Culture

- Establish professional, caring, strengths-based relationships built on honor, service, unity, and growth.
- Approach daily tasks, teamwork, and communication with excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Work Ethic

- Demonstrate pride and ownership of work while completing tasks, and contributing to the workflow of the Clothing pantry.

Staff

Date

Human Resources

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