

Arlington Street People's Network (A-SPAN)

Shelter Monitor

Job Description, September 2010

General Description

The Resident Monitor is responsible for monitoring the activities at the shelter on his/her shift to ensure a safe and manageable living environment. He/She is a member of the site interdisciplinary team.

Tasks to be performed:

- Ensure a safe and manageable living environment for the shelter guests. Monitors residential areas, is visible and interacts regularly and informally with shelter residents.
- Completes essential forms for intake and checkout procedures for residents.
- Responsible for accurate shift reports, data collection using the CSSA database on a daily basis.
- Consults with Lead Resident Monitor, case managers and other team members regarding residents' personal needs, behavior and service planning.
- Within limits assists residents in processing issues, problem solving, etc. Provides a positive role model for residents.
- Maintains all required documentation of residents' activities on a current basis.
- Distributes over the counter medication, medication vouchers, bus tokens, linens, and toiletries to residents in accordance with established procedures.
- Answers telephone and routes calls and messages to appropriate staff. Responds to in-person and telephone inquiries from the public about A-SPAN, Inc.
- Supervises resident chores and resident upkeep of their personal living areas. Informs Lead Resident Monitor when there are problems.
- Assist with resident activities as assigned.
- Accounts for all donations received during the shift. Controls access to donations by residents and secures donations as appropriate. Issue donation receipts to donors.
- Replenished supply closet when needed. Assists in serving meals when needed. Monitors meal lines at the EWS.
- Works flexible hours including evenings, weekends and over nights as assigned
- Models a caring concerned and respectful attitude towards residents. Maintains adherence to resident guidelines and upholds shelter procedures. Is familiar with and complies with policies and procedures of A-SPAN, Inc.

- May screen, orient, and/or supervise court-referred volunteers. Communicates regularly with referring agencies and maintains all required documentation, as assigned.
- Participates in all staff meetings and required trainings.
- Ensure that linens are laundered during the overnight shift.
- Performs other duties as assigned.

Qualifications

BA or two years relevant experience in a human service setting. Experience working with homeless adults, mentally ill or substance abusers. Counseling and crisis intervention skills. Ability to communicate effectively both orally and in writing. Computer literate. Valid driver's license. Applicant must be able to provide CPR/ First Aid Certification and current TB test results upon being hired.