JOB DESCRIPTION

POSITION TITLE/CODE: Shelter Monitor
PROGRAM: Homeless Services Center
REPORT TO: Shelter Coordinator
FLSA STATUS: Non-Exempt
PAY GRADE: 12
DATE APPROVED BY HR: March 2015

FUNCTION:
The Shelter Monitor is responsible for monitoring the activities of residents of the shelter/center and to ensure compliance with program rules and expectations. He/she is also responsible for ensuring the safety of residents and the security and sanitation of the program.

The Shelter Monitor will provide direct program support to residents and work collaboratively with Case Managers to help ensure successful completion of Individual Housing Plan (IHP).

EFFECT ON END RESULTS:
• Ensures a safe, secure and efficient facility and program 24 hours a day.
• Ensures safety of residents and staff in fire and other emergencies.
• Ensures residents’ compliance with agency policy and rules.
• Encourages the residents’ successful move to stable housing.

PRINCIPLE ACTIVITIES:
Ensure a safe and manageable living environment for shelter residents. Monitors residential areas, is visible and continuously interacts with shelter residents.
• Assist residents within limits in processing issues and problem-solving.
• Monitor medication and consumption log in accordance to the medication policy of the program.
• Consult with direct supervisor or supervisor on-duty regarding residents’ personal needs, behavior and service planning.
• Check for contraband in facility through general observation, room or package/purse searches per the search, contraband, and weapons protocols.
• Follow breathalyzer/urinalysis policy as necessary-
• Supervise program activities and other programming for residents.
• Attend staff meetings and trainings as directed.
• Maintain visitor protocol and follow daily log procedures.
• Follow appropriate critical incident protocol and accompanying documentation
• Maintain a comprehensive and accurate written record of events that occur during shifts, as well as thorough incident reports
• Maintain resident sign-in/out log as well as all other logbooks and records.
• Collect data using the HMIS database.
• Conduct periodic inspections of the facility and grounds through periodic rounds or CCTV monitoring to ensure security of facility.
• Enforce periodic fire drills and perform other safety duties as directed to ensure safety of residents, including implementing emergency evacuation protocol.
• Answer telephone and route calls or messages to appropriate staff. Respond to in-person and telephone inquiries from the public.
• Receive, account for and secure all donations received during the shift, as well as provide donation receipts to donors upon request.
• Perform other duties assigned.
REQUIREMENTS:
The successful candidate shall possess a B.A. Degree in Human Services or related field; or a High School Diploma/GED and at least 2 years community based social services experience or other related experience with homeless adults, mentally ill or substance abusers.

Requirements include the ability to interact and communicate effectively with others, both orally and in writing. The Shelter Monitor must be able to prepare written reports; monitor and direct program activities; and ensure the safety and security of program operations.

The ability to communicate in Spanish, both orally and in writing, is desired.

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 ability to safely operate a motor vehicle to transport oneself, others and program supplies as necessary.
• 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.

OTHER:
• This position may require driving personal vehicle for company business. Must be privileged to drive according to the criteria set forth by Agency MVR guidelines.
  ➢ Valid driver’s license in jurisdiction of residence
  ➢ Vehicle liability coverage if driving personal vehicle (on occasion, may be required to transport clients in personal vehicle)
  ➢ May be required to drive a van
• CPR/First Aid Certification must be acquired and maintained once employed