

## JOB DESCRIPTION

**Position:** Shelter Monitor

**Reports to:** Shelter Supervisor and Program Manager

**Classification:** Full-Time

**FLSA:** Non-exempt (hourly) \$18-\$19hr

**Supervisory Responsibilities:** No



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### Summary

Shelter monitors provide oversight of the shelter and assist with meals, guest interaction, set-up and clean-up. Monitors work evening, and morning shifts of 8 hours, between 3:30 pm and 8:00 am, and are responsible for maintaining the health and safety of homeless adults who are in need of transitional shelter.

### Responsibilities:

- Welcome and record attendance for participants, and monitor participant movement.
- Maintain a safe, friendly, supportive and inviting environment.
- Work compassionately with those who have difficulty engaging with service providers.
- Effectively resolve conflicts among participants and de-escalate potentially violent situations.
- Monitor participant activities and food distribution.
- Assist volunteers who are bringing food and serving homeless clients.
- Set up tables for food service and hand out bedding, warm clothing and other amenities.
- Ensure participants adhere to rules, especially related to behaviors that are unsafe – if necessary, notifying public safety personnel to help with clients who exhibit inappropriate or unsafe behaviors.
- Respond appropriately to emergencies.
- Maintain daily recordkeeping and reports.
- Ensure facility is maintained in a clean and orderly fashion.
- Provide information to supervisor after each shift regarding the number of participants, any need for supplies, incident reports, etc.
- Other duties as assigned.

### Minimum Qualifications

- Ability to work effectively with homeless individuals of diverse backgrounds and abilities.
- Interest in helping volunteers and participants feel welcome while ensuring a safe environment.
- Ability to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Completion of a 5Cities Homeless Coalition application for employment.

### Preferred Qualifications

- Bilingual Spanish.
- Previous experience with social services and/or homeless programs.

### Position Requirements *(may be met at time of hiring with 5CHC)*

- Completion of a 5Cities Homeless Coalition Shelter Orientation and all necessary training.
- Current tuberculosis test.
- Successful completion of background screening.
- Reliable transportation.
- CPR/First Aid Certification.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate. Sometimes work may become stressful when working under pressure. The employee may be subjected to outside environmental conditions, including accessing areas inhabited by homeless persons that may be inhospitable and often difficult to access because of uneven or harsh terrain.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. In the course of performing the job, this position typically spends time sitting, standing, walking, stooping, kneeling, climbing stairs, driving, carrying (20lbs), lifting (20lbs), operating a computer keyboard, and making and receiving telephone calls. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee may be subjected to outside environmental conditions, including accessing areas inhabited by homeless persons that may be inhospitable and often difficult to access because of uneven or harsh terrain. The employee must be able to tolerate being outdoors in all types of weather for several hours at a time.

*5Cities Homeless Coalition is an Affirmative Action/Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, color, religion, creed, national origin, sex, marital status, age, the presence of any disability except where such is a bona fide occupational qualification, or any other protected status covered by federal and state law. This job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.*