



5cities homeless coalition
resources. support. hope.

VACANCY: Warming Center Monitor

Part-Time, Temporary, Seasonal, Hourly (non-exempt)

Start Date Position is open until filled

Compensation: Starts at \$15/hr. **Additional shift differential compensation for the following shifts: Midnight-8am, Midnight-4am, 4am-8am**

5Cities Homeless Coalition is an AA/EEO Employer.

To apply for this position, complete a 5Cities Homeless Coalition Application for Employment, and email it along with a current resumé to Colleen.Phelan@5chc.org. Applications available online at 5CHC.org/employment.

5Cities Homeless Coalition is transforming lives in San Luis Obispo County. The Coalition strengthens the community by mobilizing resources, fostering hope, and advocating for those who are homeless or facing homelessness. Our efforts focus on helping the most vulnerable in our community maintain dignity while working toward a new home (or retaining their home). Our work goes beyond the immediate, to ensure clients have the plan, skill sets, education and financial means to be successful and self-sufficient. Since its inception in 2009, 5Cities Homeless Coalition has developed strength as a community leader by working closely with other community agencies and organizations, and has become the "go to" agency for housing and supportive services. We are working to build an engaged community that understands the complexities of homelessness and actively shares the responsibility of creating and implementing solutions to reduce it. 5CHC operates services throughout San Luis Obispo County, with a special focus in South County, connecting our clients to a comprehensive continuum of homelessness prevention, street outreach, employment preparation and placement assistance, individualized case management, supportive services, and housing solutions.

Position Summary

The Coalition operates an overnight Warming Center to provide a safe, warm and dry place for homeless adults to find shelter on winter nights with predictions of temperatures at or below 40°F, or stormy weather with rain forecast of at least 50%, between November 1 and April 30 each year. Reporting directly to the Warming Center and Safe Parking Supervisor, Warming Center Monitors provide oversight of the Warming Center and assist with meals, guest interaction, set-up and clean-up. Monitors work evening and morning shifts of 4 to 8 hours, between 5:00 pm and 9:00 am, and are responsible for maintaining the health and safety of homeless adults who are in need of emergency shelter from inclement weather.

Responsibilities

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Welcome and record attendance for participants, and supervise 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 insuring a safe environment.
- Willing to work when called for duty.
- 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.
- Bilingual Spanish a plus.
- Preferred previous experience with social services and/or homeless programs.
- Completion of a 5Cities Homeless Coalition application for employment.

Other Requirements

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

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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be subjected to outside environmental conditions. The employee may be required on occasion to lift and or carry up to 20 lbs.

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 in an office setting. Sometimes work may become stressful when working under pressure.

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 vacancy announcement 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.