



**Position:** Overnight Shelter Monitor

**Status:** Full-time / Non-exempt

**Supervisor(s):** Shelter Services Coordinator

**Job Summary:**

This position is responsible for maintaining the health and safety of the residents at the Shelter.

**Responsibilities:**

- Implement and operate Shelter program procedures including: answer telephone lines and oversee front desk activities; greet visitors and volunteers; and problem solve with shelter residents.
- Inspect facility; sign in residents; maintain and enforce shelter rules; document resident behavior and needs as well as program issues using log book and incidents report; oversee proper chore implementation including clean up and maintenance of facility.
- Respond to residents' requests, rendering assistance as possible; respond to and resolve conflicts and crisis situations.
- Maintain standardized operating procedures, safety of residents, program integrity, and a supportive and caring environment.
- Complete participant phone screens, intakes, and exit paperwork.
- Communicate with staff and all residents in a non-judgmental manner; work cooperatively with all agency staff.
- Participate in agency trainings, staff meetings, case conferences, and supervision.
- Other duties as assigned.

**Qualifications:**

- High School Diploma or equivalent required.
- Experience working with individuals and families in crisis desired.
- Experience working in a shelter setting preferred.
- Strong written and oral communication skills.
- Strong organizational and time management skills required.
- Proven ability to work effectively as an individual and part of a team.
- Willingness to be flexible with work schedule
- Willing to submit to live-scan fingerprinting process and pass background clearances.
- Reliable means of transportation required.
- Valid and current CA Driver's License and Insurance required.

**Equal Opportunity Employer/Drug Free Workplace**

**Notice:** This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. We reserve the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.