



Job Title: Relief Shelter Monitor

Job Requisition: SSRSM112017

Supervisor(s): Shelter Services Coordinator

Abode Services is a nonprofit organization that provides housing and services to homeless individuals and families in Alameda, Santa Clara, San Mateo, and Santa Cruz, and Napa Counties. Support for Abode's programs comes from a combination of public and private funding sources.

The **Relief Shelter Monitor** is responsible for maintaining the health and safety of the residents at the Emergency Shelter. This is a temporary, nonexempt position working on a relief or on-call/as needed basis.

Responsibilities:

- Implement and operate Sunrise Village program procedures including: answer telephone lines and oversee front desk activities; greet visitors and volunteers; and problem solve with shelter participants.
- Inspect facility; sign in participants; maintain and enforce shelter guidelines; 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 participants' requests, rendering assistance as possible; respond to and resolve conflicts and crisis situations.
- Maintain standardized operating procedures, safety of participants, program integrity, and a supportive and caring environment.
- Complete participant phone screens, intakes, and exit paperwork.
- Communicate with staff and all participants 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 desired.
- Strong written and oral communication skills required.
- 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.
- Flexibility and willingness to work overnights required.
- 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.*