Job Title: Winter Shelter Monitor

Reports To: Winter Shelter Coordinator

I. Job Purpose:
The mission of the Emergency Winter Shelter is to provide a safe space for those that want to be inside during the winter have a place to go. We value the respect and dignity of all. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or sexual orientation.

The Winter Shelter Monitor under the supervision of the Winter Shelter Coordinator is responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants, volunteer, partner agencies and team members, assessment of participant's needs, and performance of all work duties as required.

II. Duties, Tasks and Responsibilities:

- Ensures that all clients adhere to the rules of conduct
- Greet and welcome guests while gather basic data for tracking during in-takes
- Make sure premises are kept clean free of spills, trash and safety hazards
- Secures the grounds and makes sure Winter Shelter clients stay in the designated areas
- Communicate with Shelter Director/Coordinator regarding client issues
- Supervise guest activities and respond to all guest questions and concerns
- Provide emergency assistance to guest and co-workers as necessary
- Provide "awake" shift coverage and maintain grounds security at all times
- Explain program requirements and regulations to new guests and assure compliance of these regulations
- Address any behavior issues that create disharmony, criminal, or otherwise in an immediate and professional manner
- Role model positive, professional behavior including appearance and communication with others.
- Complete all shift logs, incident reports and written violations
- Adhere to staffing schedules in order to provide adequate/safe-staffing coverage and to accomplish program objectives
- Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel
- Treat clients with respect and compassion
- Willingness to participate as a team member and attend monthly staff meetings
- Receive and account for any donations received during the shift
- Other duties as assigned

III. Knowledge, Skills and Abilities:

- Ability to maintain clear personal and professional boundaries
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environment
- Ability to work with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness
- Ability to work with individuals who are homeless
- Ability to remain alert and on duty throughout shifts
- Ability to respond responsibly in emergency and crisis situations
- Ability to effectively use conflict and de-escalation techniques
NeighborImpact
JOB DESCRIPTION

- Ability to stay calm during emergencies
- Ability to communicate well both orally and in written form, and follow detailed instructions
- Able to work as a positive supportive team member
- Ability to maintain professionalism and strong boundaries at all times
- Ability to accurately record information for required guest and staff documentation
- Ability to direct and engage volunteers

IV. Qualifications:

- Experience in working with homeless community preferred but not required
- Ability to work under stressful situations
- Ability to de-escalate conflict or have experience with conflict resolution practices
- Patience, punctuality, commitment, and responsibility are a must
- Adherence to client confidentiality
- Prior to date of hire and throughout employment:
  - Valid driver’s license
  - Proof of current auto insurance
  - Access to reliable transportation required
  - Satisfactory criminal background check required

V. Position Details:

- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required
- Fair Labor Standards Classification: Non-Exempt
- NeighborImpact is an equal employment provider

VI. Signature:

Employee Print Name: ____________________________________________ Date: ________________

Employee Signature: ____________________________________________ Date: ________________