

POSITION DESCRIPTION

Position: Lead Monitor
Program: Triage Shelter
Reports to: Program Manager

Status: Non-exempt
Date Revised: 01/2019

POSITION SUMMARY:

In addition to all of the duties outlined below for the Shift Monitor position, the Lead Monitor is responsible for leading their team in the daily duties. The Lead Monitor should first lead by example of their exemplary execution of shift responsibilities. In other words, the Lead Monitor should lead by example. The Lead Monitor should assign specific tasks to Shift Monitors throughout their shift and closely observe to assure a quality performance. The Lead Monitor will assist with the scheduling of staff for shifts in consultation with the Program Manager.

The Shift Monitor 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 and team members, assessment of participant's needs, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the program.
 - 1. Supervise client activities and respond to all client questions and concerns.
 - 2. Explain program requirements and regulations to new clients and assure compliance.
 - 3. Coordinate meal preparation/service, bed assignments, and other daily routines.
 - 4. Provide "awake" shift coverage and maintain grounds security and safety at all times.
 - 5. Provide emergency assistance to clients and co-workers as necessary.
 - 6. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulbs, plunge toilet, clean up accidents/messes etc.
 - 7. Prepare beds including sanitizing for next resident; maintain staff area cleanliness, etc.
 - 8. Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
 - 9. Positive role model, professional behavior including appearance and communication with others.

- B. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Complete all shift logs, observation logs, and incident reports.
 - 2. Document and notify management of client concerns, potential workflow problems and/or any exceptions to policy that can impact program security or safety.
 - 3. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 - 4. Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, mental illness, addiction and recovery, and dysfunctional family dynamics is preferred. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Must be able to function both independently and in a team environment. Tact, discretion, and resourcefulness are required at all times.

SPECIFIC SKILLS REQUIRED:

- Teamwork skills
- Ability to de-escalate crises and assist residents and staff in emergencies
- Oral and written communication skills
- Ability to assist other people in a compassionate manner while maintaining professionalism.
- Organizational skills
- Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTO, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

- Lift and move up to 40 pounds
- Physically able to safely maneuver weight distribution of a client in an emergency situation
- Repetitive movements such as mopping or vacuuming
- Stand, walk, bend, stoop, sit frequently, and kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Manager. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

The Lead Monitor supervises the Shift Monitors on their assigned shift and is responsible to assist with training team members.

NUMBER OF EMPLOYEES:

Shift Monitors (3-4)

This Lead Monitor job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____