

POSITION DESCRIPTION

Position: **Shift Monitor/Support Staff/ Mentor**

Program: []

Reports to: Program Director

Status: Non-exempt

Date Prepared: 2/07

POSITION SUMMARY:

The Shift Monitor/Support Staff/Mentor is responsible for assuring quality service to all internal and external customers through the administration of program functions, assessment/interaction with clients, and performance of all other daily work duties required by the Program as it relates to overall organizational operations.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Explain program requirements and regulations to new clients.
 - 2. Coordinate meal preparation/service, bed/sleeping assignments, showers, laundering, and other daily routines.
 - 3. Monitor medication distribution and required urinalysis testing as program requires.
 - 4. Provide “awake” shift coverage and maintain grounds security 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 bulb, plunge toilet, etc.
 - 7. Respond to all client questions and concerns.
- B. Responsible for assistance with client development.
 - 1. Support the Case Manager and Program Director in implementing plans to assist the clients in pursuing permanent housing, education, and employment.
 - 2. Role model positive behavior to help clients as they work towards self- sufficiency.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Document and report all client concerns and/or infractions that can impact the program security.
 - 2. Complete all shift logs, observation logs, and incident reports.
 - 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 - 4. Secure approval for exceptions to standard policy.
 - 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 - 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 - 7. Communicate with service providers and external county/state/city program representatives as required.
 - 8. Direct available resources as required.
- D. Responsible for training and development of new staff.
 - 1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 - 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 - 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 - 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

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, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred but not required. Must be able to lift at least 25 pounds, walk, stand, and stoop frequently. Requires

CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license to operate any VOA vehicle may be required at some program.