



POSITION: Overnight / Relief Shift Monitor (Part Time) - TEMPORARY
DEPARTMENT: Helen Wright Center for Women
STATUS: Non-Exempt, Hourly
REPORTS TO: Facility and Operation Lead
SHIFTS: 8:30PM – 6:30AM; 4:30PM – 8:30PM, 6:30AM – 9:30AM

Job Objective / Summary: This is a highly responsible support position managing the overnight operation of a shelter for homeless women. Work primarily involves the use of direct service skills, overseeing the admittance, safety and general welfare of women seeking shelter services. The Overnight/Relief Shift Monitor, under the supervision of the Facility and Operation Lead, is responsible for assuring quality service to all program participants in a compassionate and professional manner.

PLEASE NOTE: This is a temporary part-time position which may extend beyond 12/30/20.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Supervise the facility in the absence of daytime staff.
- Maintain a log designed to depict the activities of the shelter.
- Enforce shelter policies. Serve as a role model by following the rules and projecting a positive and cooperative attitude. Encourage an atmosphere of trust, cooperation and mutual respect among the residents.
- Supervise 'after hours' intake process and complete intake documents.
- Assist guests with acclimating to a communal living environment by responding appropriately to their physical and emotional needs.
- Maintain and monitor the dorms and guests.
- Respond appropriately to phone calls and take messages, if necessary. Make referrals for alternative shelters, programs and resources as needed.

- Supervise guest activities and respond to all guest questions and concerns.
- Explain program requirements and regulations to new guests and assure compliance of these regulations.
- Coordinate bed assignments, smoke breaks, and other evening routines.
- Provide “awake” shift coverage and maintain grounds security at all times.
- Perform housekeeping and other maintenance tasks as needed.
- Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
- Role model positive, professional behavior including appearance and communication with others.
- Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program security.
- Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.

EXPERIENCE, EDUCATION AND SKILL & REQUIREMENTS:

- High school diploma required. Associate's Degree in human services or related field, or equivalent experience preferred.
- One year experience working in a shelter environment, personal experience with homelessness or, working with the homeless population preferred.
- Teamwork skills
- Effective communication (verbal, written and listening) skills
- Ability to assist guests in a compassionate manner.
- Organizational skills