

**POSITION: Overnight / Relief Shift Monitor (Part Time)**

**DEPARTMENT: Helen Wright Center for Women**

**STATUS: Non-Exempt, Hourly ($11 / hour)**

**REPORTS TO: Facility and Operation Lead**

**SHIFTS: Various Available, Must Be Flexible**

**Job Objective / Summary:** This is a highly responsible support position managing the overnight operation of a shelter for 62 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.

**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

**EOE**