



# The Kitchen, Inc.

<b>Job Title:</b> Emergency Shelter Monitor	<b>Department:</b> Compliance/Programs	<b>Supervisor:</b> Shelter Supervisor/Case Manager
<b>Supervisory Responsibility:</b> No	<b>FLSA Status:</b> Non-Exempt	<b>Pay Rate:</b>

## Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

## Position Summary:

The Emergency Shelter Monitor is responsible for ensuring the safety of participants after hours and on the weekends, utilizing the Housing First Philosophy and Trauma Informed Care approach. The Monitor is also responsible for cleaning the shelter and preparing apartments for new participants.

## Expected Schedule:

Expected work times for this position will include evening, overnights, and weekends.

## Major Areas of Responsibility:

- Maintain a safe environment for participants using the Housing First Philosophy and Trauma Informed Care Model
- Monitor the property for safety concerns and apply corrective measures as needed
- Maintain cleanliness and appearance of the shelter

## Specific Job Responsibilities:

- Patrol building to ensure that only program participants are in the building or gated green space.
- Complete regular property checks looking for safety concerns and take corrective action as needed.
- Ensure building and surrounding property are clean and organized, to include daily cleaning responsibilities.
- Clean and set-up empty apartments.
- Assist in filing paperwork and maintaining files in accordance with applicable grants and TKI policy and procedures.
- Communicate any changes, progress, goal completion or concerns with participants to the shelter supervisor.
- Maintain inventory log to ensure the shelter is properly stocked with needed items.
- Complete vouchers for needed shelter supplies.
- Provide crisis intervention utilizing appropriate de-escalation techniques which model healthy conflict resolution.
- Maintain log notes in the designated format to communicate any observations or concerns.
- Follow program guidelines and procedures.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines.
- Maintain professional boundaries at all times when interacting with participants.
- Perform weekly apartment inspections.
- Other duties as assigned.

## Job Requirements:

### Education and Training

- High school diploma or general education degree (GED)
- General knowledge of Microsoft Word, Excel, and Outlook



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- Experience working with the homeless or disadvantaged populations preferred

## Competencies:

- Job Knowledge – Competent in required skills and knowledge; displays understanding of how job relates to others; uses resources effectively.
- Problem Solving – Identifies and resolves problems in a timely manner.
- Customer Service – Manages difficult or emotional client situations; responds promptly to participants needs; responds to requests for service and assistance.
- Communications – Exhibits good listening and comprehension; keeps others adequately informed.
- Cooperation – exhibits tact and consideration; offers assistance and support to co-workers.
- Oral Communication – Listens and get clarification; responds well to questions.
- Teamwork – Exhibits objectivity and openness to others' views.
- Written Communication – Able to read and interpret written information.
- Organizational support – Follows policies and procedures.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent changes, delays, or unexpected events.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions.
- Initiative – Looks for and takes advantage of opportunities; asks for and offers help when needed.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.

## Other

- Must pass background check and pre-employment drug screen
- Section 3 applicants encouraged to apply

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is:

- Frequently required to sit, stand, walk, and navigate stairs.
- Frequently required to use hands to finger, handle, or feel. Reach with hands and arms; climb, balance, stoop, kneel, crouch, or crawl.
- Required to speak and hear in person and via phone.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

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Signature

Print Name

Date