

SPECIAL SERVICE FOR GROUPS JOB DESCRIPTION

Title: Monitor	Division: HOPICS
FLSA: Non-Exempt, Full time	Supervisor: Family Housing Interim Manager
Pay Range or Rate:	Revised: 12/5/2019

Summary

Under the direct supervision of the Program Manager, the Monitor is responsible to provide guidance, supervision, meal preparation and a safe environment. The Monitor is also responsible to oversee the activities of Participants. This position also requires great responsibility and patience.

Essential Functions (but not limited to)

- Maintain high level of ethical conduct regarding confidentiality of employees, participants, company and vendor's data and handle sensitive and critical information with professionalism and discretion.
- Maintain a safe environment at all times, complying with Agency and industry standards and safety regulations.
- Assist participants within limits in processing issues and problem solving.
- Consult with Program Manager regarding participant's personal needs, behavior and service planning.
- Attend supervisions, meetings and trainings.
- Perform general office/clerical duties, including making copies, filing, answer and direct phone calls taking detailed messages when necessary.
- Conduct searches of Participant's bags and belonging at check-in (upon entering the facility).
- Conduct hourly perimeter (interior/exterior) check of the facility; documenting observations, information and occurrences.
- Complete and maintain accurate reports, logs, forms, and additional relevant information in accord with agency policies, licensing and/or funding requirements.
- Provide crisis intervention (Triage) and support including meals, hygiene, clothing crisis housing.
- Establish and maintain positive working relationships with co-workers, participants, service providers and the community, maintaining appropriate boundaries.
- Perform housekeeping duties such as sweeping, mopping, cleaning, washing dishes, emptying the dishwasher, laundry, and vacuuming, etc.
- Immediately contact the Program Manager/appropriate staff, agencies and/or law enforcement in the event of crisis and stabilize crisis situations until intervention on-call staff and/or emergency personnel responds.
- Adhere to and enforce all house rules.
- Respond to participants' request(s), rendering assistance as possible; respond to and resolve conflicts and crisis situations.
- Maintain standardized operating procedures, safety of residents, program integrity, and a supportive and caring environment.
- Communicate with staff and participants in a non-judgmental manner; work cooperatively with all agency staff.
- Maintain files/records regarding participant services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Regular attendance required.
- Be knowledgeable and adhere to all SSG's and HOPICS policies and procedures and its accrediting and standard setting bodies, such as LASHA and state licensing.
- Perform other assigned job duties in a timely and efficient matter (upon request).

Secondary Functions

Overtime, holiday, or weekend work may be required. Serve as back-up to the Case Manager in his/her absence. Perform other duties as assigned by the Program Manager and/or the Associate Director.

Minimum Qualifications - Knowledge, Skills and Abilities Required

A minimum two (2) years job related experience working with homeless individuals and families or five years' experience working in the social service field. Experience working with homeless families and children, DCFS as well as an experience with placing homeless families into permanent housing preferred. If in recovery, a minimum of three (3) years of being drug and alcohol free is required.

Working knowledge of Microsoft Word, Excel, and other database programs.

Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds. Ability to communicate effectively, both written and orally. Ability to organize and manage multiple priorities.

Verification of Employment Eligibility and Background Check. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), Food Handling Certification and CPR and First Aid Certification required within 30 days of employment with company. Valid Driver's License and auto insurance required. Reliable transportation is required.

Non-Essential Qualifications

Experience using HMIS is a plus.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

This position is responsible to work in "Participant friendly" environments and is required to visit other shelters and homeless access centers as part of their duties. Local automobile travel is required. There is some responsibility to work in noisy environments where children and adults are present.

Physical Requirements

The Monitor typically spends time sitting, standing, typing, thinking, writing, walking, driving, carrying (max. 25 lbs), listening, speaking.

Mental Requirements

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

Special Service for Groups is an Equal Opportunity/Affirmative Action Employer