



# Hospitality House

*Community Shelter for the Homeless*

P.O. Box 3223, Grass Valley, California 95945

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## **POSITION DESCRIPTION**

Position:	Shift Monitor	
Program:	Hospitality House	Status: Non-exempt
Reports to:	Program Supervisor	Updated: 05/13

## **POSITION SUMMARY:**

- A. The Shift Monitor, under the supervision of the Executive Director and Program Supervisor, is responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. Attend required staff meetings and training.

## **OBJECTIVES/ACTIVITIES:**

- B. Responsible for performing daily work requirements to achieve established objectives of the program.
1. Supervise guest activities and respond to all guest questions and concerns.
  2. Explain program requirements and regulations to new guests and assure compliance of these regulations.
  3. Coordinate bed assignments, smoke breaks, and other daily routines.
  4. Provide "awake" shift coverage and maintain grounds security at all times.
  5. Provide emergency assistance to guests and co-workers as necessary.
  6. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Maintain staff area cleanliness, etc.
  7. Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
  8. Role model positive, professional behavior including appearance and communication with others.
- C. Responsible, under supervision of the Program Supervisor, for all areas of daily program maintenance in compliance with the organization's policies.
1. Complete all shift logs, incident reports and written violations.
  2. Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program security.
  3. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  4. Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to guests 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 have the flexibility to work irregular hours and have the willingness to function as a team member. Must be able to function both independently and in a team environment. Tact, discretion, and resourcefulness are required at all times.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to assist guests in a compassionate manner.  
Organizational skills

**PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be requested to conduct training of new Monitors and to assume lead responsibilities as the program needs may require.