



Bay Area Turning Point, Inc.

Job Title: Shelter Monitor Relief	Job Code:
Department: Administration	Reports to: Shelter Director
Effective Date:	FLSA Status: Non-Exempt

Position Overview

Summary Description: *Oversee shelter operations including service delivery to residents during assigned shift. Perform related tasks as assigned by Shelter Director. Have the ability to work a flexible, as needed schedule to meet the needs of the program. This position is part-time.*

Essential Duties and Responsibilities

- Provide Shelter Monitor duties in the absence of regular staff
- Provide crisis intervention assistance to residents and hotline callers
- Provide orientation to new residents regarding all shelter policies and procedures
- Monitor the residents interaction with others
- Enforce shelter guidelines and procedures
- Facilitate conflict resolution
- Monitor the safety, security, and general welfare of residents and facility during assigned shift
- Communicate emergency/critical situations to the Shelter Director in an expedient manner
- Keep current daily house census and bed assignment; Email the house census to the appropriate staff as it changes during your shift
- Maintain confidentiality pertaining to records, residents, and location of shelter facility
- Complete intake process
- Clean exited resident's rooms as needed
- Monitor dinner and snack preparation, clean-up, and assure proper storage of food
- Check menus and make available any necessary food items
- Assist residents with requests for medication
- Accept, record and properly store donated items
- Document pertinent information in resident files and the communication log
- Check Call Notes and retrieve resident messages hourly
- Oversee cleanliness and order of the shelter including
 - Checking resident chores
 - Assigning chores as needed
- Demonstrate leadership, professionalism, communication and problem-solving skills in a manner which encourages and empowers residents to seek remedies for positive change
- Other duties as assigned

SUPERVISION:

- Supervise operations and maintenance volunteers when assigned on shift

Education and Other Requirements

- 2 year degree in a related field and one year of related experience; or, a minimum of 3 years of successful experience in a related non-profit setting

- Ability to make independent decisions to benefit residents, the shelter facility and the agency as a whole
- Ability to communicate effectively, oral and written
- Ability to handle multiple tasks and prioritize changing workload
- Attention to detail
- Ability to remain calm in a crisis
- Sensitivity and knowledge about the issues of family violence and its impact on women and children; understanding of residential programs
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance
- Must have a clean driving record and be insurable

I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.

Employee Signature

Date

Supervisor's Signature

Date

10/2017
Shelter Monitor - Relief

HR use only	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	10/2017

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.