



NEIGHBORHOOD PLACE OF PUNA

To nurture, strengthen, and celebrate 'ohana

16-105 'Ōpūkaha'ia Street
Kea'au, HI 96749
(808) 965-5550
neighborhoodplace.org

Job Title: Shelter Monitor
Reports To: Lead Shelter Monitor
FLSA Status: Exempt
Created On: May 2019 (Revised April 2022)

Position Summary:

Under the supervision of the Lead Shelter Monitor the Shelter Monitor is responsible for: (1) Monitoring the activities of shelter participants to ensure their health and safety. (2) Ensuring the security and sanitation of the shelter site. (3) Supporting Housing Navigators as requested. (4) Utilizing the Housing First approach in all aspects of this position. (5) Contributing to a positive and success focused environment at Hale Iki.

Essential Duties & Responsibilities include the following:

- Conduct Intake process for shelter participants 24 hours a day, 7 days a week.
- Performs and documents shift activities as required by program policies, contract compliance, and professional standards.
- Assess and respond appropriately to participant behaviors, attitudes, and dispositions.
- Assist shelter participants in problem-solving, within limits, as needed.
- Consult with Lead Shelter Monitor regarding shelter participant's personal needs and behavior.
- Attend staff meetings as directed.
- Maintain visitor protocol and follow shelter log procedures.
- Follow appropriate critical incident protocol and accompanying documentation.
- Answer telephone calls and route calls or messages to appropriate staff. Respond to in-person and telephone inquiries from the public regarding shelter at Hale Iki.
- Maintain cleanliness, appearance and good repair of the shelter, neighborhood relations, and safety of shelter participants.
- Assess, evaluate, respond to, and report if necessary internal and external facility conditions for safety, sanitation, and security concerns.
- Ensure that services are provided without any requirements of the shelter participants for sobriety, participation in treatment, medication protocol, compliance, or demonstrated "housing readiness".
- Perform other duties assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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Education/Experience:

- High school diploma or equivalent.
- Experience serving vulnerable and challenged individuals. (Preferred).

Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check.
- Maintain general cleanliness of workspace.

Physical Demands:

- Climb and/or walk up and down stairs and/or walkways.
- Sit for periods of up to 30 minutes at a time.
- Walk and/or stand for up to 30 minutes at a time.
- Lift, carry, pull, and/or push items up to 30 pounds at a time for short distances. Such motion may include reasonable bending, stooping, reaching, and twisting.

Work Environment:

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

In the course of performing the duties of the Shelter Monitor it is not uncommon to see, engage or be confronted with the following: violence or threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participant, nudity of service participant, people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations, but those in the position should reasonably expect these types of things to occur and the Program Coordinator must provide appropriate direction and support to these situations.