

NEIGHBORHOOD PLACE OF PUNA

To Nurture, Strengthen, and Celebrate Ohana

www.neighborhoodplace.org

16-105 ʻŌpūkahaʻia St.
Keaʻau, HI 96749

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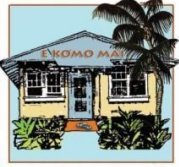
Job Title: Lead Shelter Monitor
Reports To: Director of Family Programs
FLSA Status: Exempt
Updated: August 2023

Position Summary:

Under the supervision of the Director of Family Programs (DFP), the Lead Shelter Monitor is responsible for: (1) The safe and smooth functioning of Hale Iki in accordance with NPP policies and Housing First Best Practices. (2) Monitoring the activities of the shelter participants to ensure their health and safety. (3) Coordinating and scheduling appropriate on-site staffing 24/7 to ensure the security, safety, and sanitation of Hale Iki. (4) Provide ongoing and consistent supervision, coaching, and training of Shelter Monitor Staff to ensure professional, appropriate job performance, as well as compassionate, person-centered engagement with participants. (5) Work closely with the Director of Family Programs, the Lead Housing Specialist and Housing Navigators to support families in successfully ending their homelessness. (6) Support the Director of Family Programs in creating a nurturing, positive, and supportive shelter environment — **not a punitive environment** — in which families can thrive. (7) Perform Shelter Monitor tasks and responsibilities as appropriate. (8) Support a Mission driven Housing First approach to service delivery and participant engagement.

Essential Duties & Responsibilities include the following:

- The Lead Shelter Monitor is expected to be able to perform all Shelter Monitor tasks, duties, and responsibilities.
- Conduct regular one-on-one meetings with Shelter Monitor Staff to provide personalized coaching and feedback, addressing areas for improvement and recognizing their contributions.
- Ensure that Hale Iki Shelter Monitor staff can conduct Intake for newly arriving shelter participants 24 hours a day, 7 days a week.
- Document shift activities as required by program policies, contract compliance, and professional standards, including maintaining accurate and up-to-date records.
- Ensure that Hale Iki Shelter Monitor staff can Assess and respond appropriately to participant behaviors, attitudes, and dispositions, providing guidance and support as needed.
- Ensure that Hale Iki Shelter Monitor staff can assist program participants in processing issues and problem-solving, professionally and appropriately.
- Consult with the Director of Family Program's regarding shelter participant's personal needs and behavior, as needed and appropriate.
- Attend staff meetings as directed and actively participate in program development and improvement discussions.
- Maintain visitor protocol and follow shelter log procedures to ensure security and safety.
- Ensure that Hale Iki Shelter Monitor staff can follow appropriate critical incident protocol and accompanying documentation.



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- Ensure that Hale Iki Shelter Monitor staff can employ appropriate and professional customer service driven skills in responding to telephone calls, inquiries, and in-person contacts. This includes appropriate follow up as well as routing calls and/or messages to appropriate staff.
- Provides oversight of shelter cleanliness, neighborhood relations, and safety of shelter participants.
- Assess, evaluate, and report to the Program Coordinator any necessary internal and external facility conditions for safety, sanitation, and security concerns.
- Ensure that unit inspections are conducted at least once a week or more frequently, as deemed necessary.
- Maintain and implement a schedule for the regular performance of safety drills that may include but not be limited to: Fire Drills, Active Shooter Drills, Emergency and Disaster Preparedness drills.
- Ensure that services are provided without any requirements of the shelter participants for sobriety, participation in treatment, medication protocol, compliance, or demonstrated “housing readiness”. Support and promote a Mission-driven Housing First approach to service delivery and participant engagement.
- Perform other duties assigned in alignment with program goals.

Supervisory Responsibilities:

This position requires the following supervisory duties: training, coaching, and shadowing of Shelter Monitors; scheduling Hale Iki Shelter Monitor shifts; providing coverage of Hale Iki Shelter Monitor shifts if necessary; responsibility to account for and secure all donations. When needed and appropriate the Lead Shelter Monitor will provide case management to shelter participants.

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.

Education/Experience:

- Associate Degree or higher preferred.
- Supervisory Experience preferred
- High School Diploma and 2 years of experience serving vulnerable and challenged individuals required.

Other Requirements:

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

Physical Demands:

- Climb and/or walk up and down stairs and/or walkways.



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- 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 Lead 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.