



FAC Shelter Monitor Job Description

Job Title: Shelter Monitor - Facilities Specialist

Reports To: Lead Shelter Monitor

FLSA Status: Non-Exempt

Created On: May 2019 (Revised May 2024)

Approved By: Paul Normann

Position Summary:

Under the supervision of the Lead Shelter Monitor the Shelter Monitor - Facilities Specialist is responsible for: (1) Overseeing all installation, repair, and upkeep for shelter site operations. (2) Ensuring the security and sanitation of the shelter site. (3) Monitoring the activities of shelter participants to ensure their health and safety. (4) Providing support to shelter participants and working collaboratively with Housing Navigators to help ensure successful completion of Individualized Housing Plan (IHP). (5) Utilizing the Housing First approach in all aspects of this position

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.
- Maintain a Planned Preventative Maintenance (PPM) schedule for catchment disinfection and mineral stabilization, filtration system and UV monitoring.
- Ensure that individual units, buildings, and facilities are fit for the intended purpose and to provide proactive support, maintenance and solutions when required.
- Maintain clear accountability for maintenance materials and a strategy to manage expenditures.
- Produce written reports and make presentations when required for facilities improvements.
- Manage contractors on site to ensure all legal, contractual, company and HIOSH requirements are met.
- Respond to facilities related emergencies, unless otherwise directed, to mitigate immediate damages and respond accordingly with external services when required.
- Assess and respond appropriately to consumer behaviors, attitudes, and dispositions.
- Assist shelter participants in processing issues and problem-solving, within limits.
- 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.



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- 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.
- Provides oversight of cleanliness of shelter, neighborhood relations, and safety of shelter participants.
- Assess, evaluate, and report if necessary internal and external facility conditions for safety, sanitation, and security concerns.
- Perform a wide range of maintenance tasks, including routine inspections, troubleshooting, and repairing building systems. Responsibilities include general plumbing, light construction work, painting, and ensuring all maintenance work meets safety and operational standards.
- Grounds and Yard Maintenance: Conduct labor-intensive yard maintenance, including mowing, trimming, landscaping, and trash/debris removal. Ensure the upkeep and cleanliness of outdoor areas, and assist with any additional facilities maintenance tasks as assigned to support the overall functionality and appearance of the NPP sites.
- 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.

Education/Experience:

- Associate Degree or higher preferred.
- High school diploma or equivalent.
- Experience serving vulnerable and challenged individuals.
- 2 years experience in property management.

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.



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- Maintain general cleanliness of the workspace.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 40 pounds and occasionally lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 - Facilities Specialist 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.