



FAC Shelter Monitor

Job Title: Shelter Monitor
Reports To: Lead Shelter Monitor
FLSA Status: 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 is responsible for: (1) Providing compassionate support — in line with position's essential duties and responsibilities — to homeless families who are sheltering at Hale Iki, through creating a safe, clean, nurturing environment, and (2) Providing support to shelter participants and working collaboratively with Housing Navigators to help ensure successful completion of Individualized Housing Plan (IHP).

Essential Duties & Responsibilities include the following:

- Conduct Intake process for shelter participants 24 hours a day, 7 days a week.
- Monitoring the activities of shelter participants to ensure their health and safety
- Ensuring the security and sanitation of the shelter site.
- Performs and documents shift activities as required by program policies, contract compliance, and professional standards.
- Assess and respond appropriately to consumer behaviors, attitudes, and dispositions.
- Assist shelter participants in processing issues and problem-solving, within limits.
- Providing guidance and support to participants in their efforts to meet shelter expectations
- Advocate on behalf of participants to access housing-related services, entitlements, and benefits.
- Providing support to shelter participants and working collaboratively with Housing Navigators to help ensure successful completion of Individualized Housing Plan (IHP)
- 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.
- Provides oversight of cleanliness of shelter, neighborhood relations, and safety of shelter participants.



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- Assess, evaluate, and report if necessary internal and external facility conditions for safety, sanitation, and security concerns.
 - Utilizing the Housing First approach in all aspects of this position by ensuring 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. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- High school diploma or equivalent.
- 1 year of experience serving vulnerable and challenged individuals preferred.

Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- Current resident of Puna/East Hawaii Community area.
- Criminal Record and/or DHS-CWS background check.
- Consistently maintain general cleanliness of the workspace.
- Willingness to participate in ongoing professional development
- Proficiency in basic computer skills, including word processing, spreadsheet software, email, and internet navigation
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Skills and Knowledge: Strong communication, interpersonal, and problem-solving skills are essential.

The ability to work collaboratively with participants, landlords, community partners, and other stakeholders is crucial.

- Ability to communicate effectively and courteously with families, staff, community members.
- Knowledge of available community resources.
- Aware and sensitive to the different ethnic groups in the East Hawaii community.
- Ability to work with minimal supervision.
- Ability to handle multiple tasks and adhere to deadlines.
- Ability to maintain confidential materials and information.



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- Ability to work as part of a team and maintain flexibility around task assignments.
 - Ability to establish, recognize, and adhere to appropriate professional boundaries

Expected Competencies:

- Proven ability to Problem Solve - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Self Development Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional situations; Responds promptly to participants needs; Solicits participant feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes Shelter monitor tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives;



- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Other Skills:

- Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of participants, families, or employees of an organization.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Strong Computer Skills: To perform this job successfully, an individual should have knowledge of the Google suite and general office tools: Google Docs, Sheets, Slides, Forms, etc as well as Microsoft Office, and Internet software as well as some Social Media knowledge.

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



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30 pounds and occasionally lift and/or move up to 50 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 this position 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.

Acknowledgements: Please initial one of the following statements

_____ I have read the job description and am able to perform the essential functions of this position.

_____ I have read the job description and am able to perform the essential functions of this position with reasonable accommodations. (Please explain accommodations needed below).

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Print Name: _____



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Signature: _____

Date: _____