
POSITION DESCRIPTION

Position Title: ON-CALL SHELTER MONITOR
Department: Safe Harbor Shelter
Reports to: Lead Shelter Monitor, Lead Staff, or Shelter Supervisor

POSITION SUMMARY

Under the supervision of the Lead Shelter Monitor, the Lead Staff, or the Shelter Supervisor, the On-Call Shelter Monitor works on call for day, swing, and/or graveyard shifts (including evenings, weekends, and holidays) at Safe Harbor, a 90-bed South San Francisco shelter for homeless adults – some of whom have substance-abuse problems and/or mental illness – that seeks to provide the assistance clients need to regain their self-sufficiency. Under the direction of the Lead Staff, the On-Call Shelter Monitor is responsible for assuring the security and safety of the residents and property/building during each assigned shift.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Enforce Shelter rules according to internal policies.
- Deal with any concerns that arise, acting appropriately to resolve problems.
- Respond to the needs of residents.
- Supervise chores and clean-up.
- Respond to emergency situations, e.g., accidents, fire, police, etc.
- Report any problems to supervisors or lead staff.
- Arrive on time, according to schedule and duties.
- Other duties as assigned

SPECIFIC ADDITIONAL DUTIES AND RESPONSIBILITIES VARY BY SHIFT:

For weekday and weekend shifts

- Answer phones; meet visitors, volunteers and donors
- Fax information regarding the number of available beds to St. Vincent de Paul on a daily basis
- File and copy as needed
- Perform hourly walk-through of the facility inside and outside
- Assist case manager with bed count and roll ups as needed
- Maintain and update bus tickets spreadsheets
- Maintain kitchen and general supplies inventory and report to Shelter Manager
- Maintain company's vehicle with adequate amount of gas
- Pick up mail at the post office on Mondays, Wednesdays, and Fridays
- Pick up food for dinner
- Take in donations received at the Shelter
- Put away all linens
- Maintain all necessary Shelter forms and paperwork as needed

For swing shift

- Perform check-ins/intakes of new Shelter residents. Provide orientation services, and explain Shelter rules and procedures to new residents.
- Monitor front desk.
- Oversee sign-in sheet.
- Perform hourly walk-through of the facility inside and outside.
- Distribute towels, blankets, hygiene products, etc.
- Set up for dinner.
- Monitor TV usage.

For graveyard shift

- Pick up foodstuffs for morning
- Take two headcounts during the night
- Monitor and oversee client activities
- Perform indoor walk-through every half hour
- Perform outdoor inspection every hour
- Prepare morning coffee
- Set up for breakfast
- Perform overall cleanup before end of shift

QUALIFICATIONS

- Minimum Education: High School diploma or GED. Some college preferred.
- Minimum Experience: At least one year of experience working within a residential facility, preferably including familiarity with dual-diagnosed individuals and mental health and/or substance-abuse issues.
- Must be able to communicate effectively in both oral and written form.
- Knowledge of / experience with / commitment to housing and homeless issues is essential.

EMPLOYMENT TERMS

On-Call Shelter Monitors are part-time and non-exempt, substituting for regular staff. Working days, evenings, weekends, and holidays is required.

COMPENSATION AND BENEFITS

Compensation for this position is \$12.02 per hour, with no benefits.

APPLICATION

Interested candidates should direct a letter of interest and résumé to:

Samaritan House
1511 S. Claremont Street
San Mateo, CA 94402
Via e-mail: info@samaritanhouse.com
Via facsimile: (650) 589-6745
No phone calls, please!

Samaritan House is an equal opportunity employer.