

# On-Call Night Shelter Monitor

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The mission of Northwest Housing Alternatives (NHA) is to create opportunity through housing. NHA is the largest nonprofit developer of affordable housing in Oregon. The Homeless Intervention Services program has been providing support to families and individuals experiencing homelessness for over 30 years.

The Night Shelter Monitor will oversee and assist with the evening and overnight monitoring of the Annie Ross House warming center for families with children under the age of 18 who are experiencing homelessness. The shelter will be open in the event of severe weather situation declared by Clackamas County. The severe weather shelter will be in operation from December 1, 2017 until February 2018.

## **Position Description:**

This position facilitates the smooth operation of the shelter on a nightly basis and provides assistance and support to the families in shelter. Monitors the safety and security of all shelter participants under a client-centered, family support model.

This position is an on-call position at a wage of \$16 per hour. This temporary position requires ability to provide overnight monitoring for a 12 hour 'awake' shift. As a temporary, part-time position, there are no benefits provided.

## **Duties and Responsibilities:**

- Responsible for overseeing the shelter from 6:30pm to 6:30am
- Spend the night and be alert/awake during full shift (Do not depart prior to 6:30am)
- Wake guests up at 6:30am
- Maintain a high level of safety and cleanliness in the shelter.
- Regularly inspect the shelter for necessary maintenance repairs, issues of cleanliness, security, and safety which affects all participants and staff of the ARH program.
- Orient families entering the shelter to guidelines and policies.
- Assertively offer support to prevent and de-escalate a situation.
- Engage shelter participants in a positive and supportive manner.
- Greet guests, provide intake and orient to space, services and policies
- Attend to individual needs and questions
- Complete daily reports and maintain accurate log book, sign-in sheets, incident reports and other paperwork as assigned
- Coordinate, train and monitor volunteers as needed
- Work as a part of the Homeless Intervention Team

- Distribute hygiene, personal care items and food to guests as appropriate
- Maintain confidentiality
- Monitor and assist shelter participants in the enforcement of shelter policies and procedures.
- Respond to shelter alarm box and communicate with Protection One in the event of an emergency or false alarm.
- Report to Program Director or designated on-call person in the event of such emergency, as needed.
- Other duties as assigned.

### **Knowledge, Skills, & Abilities:**

- AA/AS Degree, Bachelor's preferred; or a combination of two years of relevant work experience and/or education in issues related to social services, poverty, and families experiencing homelessness.
- Demonstrated ability to identify and quickly respond prevent crises.
- Knowledge of crisis intervention, de-escalation, and trauma informed services preferred.
- Possess a conceptual understanding of empowerment, family support, trauma informed care, issues related to mental health and substance abuse, domestic violence and advocacy.
- Attentiveness to be able to observe and identify potential conflicts between shelter participants or a parent and their child(ren).
- Experience working with families from diverse backgrounds.
- Excellent oral and written communication skills.
- Ability to work successfully in a team-oriented environment and independently.
- Possess positive problem-solving skills and ability to engage in successful conflict resolution.
- Basic skills and abilities in Microsoft Word, EXCEL, and Outlook.
- Able to successfully pass a criminal background check.
- Possess a current CPR/First Aid certification

Northwest Housing Alternatives (NHA) is committed to supporting a diverse workforce and does not discriminate in employment based on race, color, gender, religion, national origin, age, disability, marital status, sexual preference or any other status protected by law.

Please send a cover letter outlining your relevant experiences of working with people experiencing poverty and homelessness and crisis management and de-escalation and your résumé to Grace Badik at [badik@nwhousing.org](mailto:badik@nwhousing.org).