



# Monitor CAL OES Human Trafficking Assistance East Los Angeles

Adult Services | East Los Angeles, CA | Full Time

## JOB DESCRIPTION

About Us:

### **VOALA**

***Helping Our Most Vulnerable Change Their Life Stories***

Volunteers of America is a non-profit human services organization committed to serving people in need, strengthening families, and building communities. VOALA provides a variety of social services to Los Angeles area communities such as Head Start programs, Upward Bound college prep programs, veterans' services, homeless shelters, low-income housing program as well as drug and alcohol rehabilitation. Learn more at [www.voala.org](http://www.voala.org).

### **cal office of emergency services (Cal-OES)**

#### **homeless youth emergency services and housing program**

California has the highest rate of homelessness in the United States, and commensurately, a high incidence of Runaway, Homeless and Street Youth (RHY). VOALA has worked tirelessly to develop a full continuum of services for RHY, and is now the leading provider of services for homeless youth in Los Angeles County. The focus of our efforts for Transitional Age Youth (TAY) is helping them achieve independence, residential stability, self-sufficiency and healthy social connections.

## **JOB SUMMARY AND PURPOSE**

The Monitor is the entry level position that works to provide security of the program premises, and safety for program clients, visitors and employees.

## **DUTIES AND RESPONSIBILITIES**

- Shelter Security
  - SHELTER ENTRANCE MONITORING: The front door to the shelter is the only permitted entrance and exit for participants, employees, partners, and vendors. Monitor and authorize entrance and departure of employees, participants, visitors, guest and other persons to guard against theft and maintain security of premises.
  - BAG & PERSON SCREENING: Monitors search all participants' person and belongings being brought into the shelter each time a participant enters. This is a critical step in ensuring the **safety and security** of everyone. It is important to treat every participant with equal dignity and professionalism every time they are screened.
  - Patrol premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates, etc. walking the facility and making reports as needed.
- SHELTER SAFETY:



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- **ASSET PROTECTION:**
  - As a non-profit agency, VOALA must utilize all limited resources effectively and protect from theft loss or damage to the shelter's assets. Report all suspicious events to direct supervisor.
  - Responsible to complete written reports and incidents logs of daily activities and irregularities, such as: unusual occurrences, equipment or property damage, theft, and presence of unauthorized persons.
- **ACT AS A ROLE MODEL FOR PARTICIPANTS AT ALL TIMES.** Learn, understand and practice the professionalism expected – Put clients'/participants' needs first.
- **CLIENT/PARTICIPANT SUPPORT:**
  - Answer telephones and take messages for clients and staff, monitor doors and greet visitors.
  - Maintain office housekeeping; verifies all common areas, laundry areas and restrooms are clean and disinfected & fully operational
  - As required by the Program, assist shelter staff during provision of services to clients/participants, including meal preparation/serving, monitor and record client self-administration of prescribed medication, set-up for classes, meetings, recreation, and other Program events.
- Inputs required data to computer systems and logs
- Other duties that may arise to support the Program mission and goals.

#### Qualifications

#### **REQUIREMENTS:**

- Must be able to pass a fingerprint clearance, background check, including criminal history, personal references, employment and education verifications

#### **EDUCATION:**

- High School diploma or GED

#### **EXPERIENCE:**

- Six months in the security field or six months providing social services as a worker or volunteer, or a combination of both totaling six months experience; a formal degree or certification in a social service related discipline can substitute for the experience requirement.

#### **TECHNOLOGY SKILLS:**

- Basic Microsoft operating system skills: Outlook, Office, Word, Excel

#### **SKILLS AND ABILITIES:**

- Ability to perform under circumstances of possible emotional stress and conflict, including dealing with un-cooperative clients.
- Must be able to work flexible schedule (evenings and weekends required)
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards, with or without reasonable accommodation, including meeting qualitative and quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards.



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*sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law*

*This employer participates in E-Verify and will provide the federal government with your Form 1-9 information to confirm that you are authorized to work in the U.S.*

*If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (OHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment.*

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Bridget Salinas



You

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