



# Monitor Lead Transitional Housing Program

Adult Services | 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. VOA - LA 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).

## **JOB SUMMARY AND PURPOSE**

The Lead Monitor will arrange, coordinate, supervise, mentor, and oversee the Monitor's efforts to provide security of the program premises, and safety for program clients, visitors and employees.

The Lead Monitor performs Monitor duties on behalf of program clients/participants, as well as leading and training Monitors.

## **DUTIES AND RESPONSIBILITIES**

- Assign shifts, ensure that Monitors are scheduled around the clock, plan personal shifts to observe each shift during the week.
- Train Monitors in program operations, safety, and security expectations and procedures.
- **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:**
  - While patrolling observe Shelter to ensure safe operations; report and correct any spills, unsafe working conditions, or defective equipment.
  - Know location of fire exits, be prepared to assist participants in case of any emergency.



- 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
  - Assist shelter staff during provision of services to clients/participants, including set-up for classes, meetings, meals, recreation, and other shelter events.
- Inputs required data to computer systems and logs
- Other duties that may arise to support program 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:**

- Minimum of 1 year of related experience in a mental health or substance abuse treatment setting, or other group residential program

### **KNOWLEDGE:**

- Knowledge of target population demographics, challenges, strengths, and services available
- Knowledge of the local community and the various services provided within the community that can be helpful for clients

### **TECHNOLOGY SKILLS:**

- Basic Microsoft operating system skills: Outlook, Office, Word, and 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)



- Build rapport with those encountered in all aspects the work day.
- Build trust, act trustworthy
- Follow instructions and VOALA procedures
- Apply principles of professional boundaries and ethics to on the job situations
- Able to de-escalate threatening/volatile situations with clients, or in the workplace

**PREFERRED QUALIFICATIONS:**

- Experience in a group residential setting
- Experience serving the homeless
- Database familiarity

*Volunteers of America is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including 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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