



Monitor 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. 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.

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:
 - 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.
 - Monitor clients and conduct room checks; maintain records of client compliance of program rules, report to clinical/case management staff, assist clinical/case management staff as required.
 - Call police or fire department in cases of emergency, such as fire or presence of unauthorized clients/persons.
- ASSET PROTECTION:



- **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.

INTERPERSONAL CHARACTERISTICS:

- Patient, able to be a calming influence in stressful situations.

PREFERRED QUALIFICATIONS:

- 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



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