



## **JOB DESCRIPTION**

**POSITION:** Monitor  
**REPORTS TO:** Lead Monitor/Program Director  
**HOURS:** 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> Shift

### **PREFACE:**

This position description is intended to provide a guideline of the duties, responsibilities, and essential functions of this position. The duties, responsibilities, and essential functions of this position include, but are not limited to those specifically identified in the description below. These duties, responsibilities, and essential functions may change over time.

### **POSITION SUMMARY:**

Monitor is responsible for assuring quality service to all guests of the organization in a compassionate and professional manner. Objectives include supportive interaction with guests and co-workers, assessment of guests' needs, and performance of all work duties as required. Work should be performed in a cost effective and service-oriented manner as it relates to established organizational standards.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Uphold the Mission, Vision and Values of The Gathering Inn and maintain a guest-first mentality at all times.
- Supervise guest activities and respond to all guest questions and concerns.
- Ensure safety and security of guests and property.
- Provide emergency assistance to guests and co-workers as necessary.
- Perform housekeeping tasks (i.e. cleaning, moving tables and chairs, stocking pantry, etc.)
- Perform light maintenance tasks as needed (i.e., plunging toilets, changing lightbulbs, vehicle maintenance checklist, etc.)
- Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
- Model positive, professional behavior for guests, including appearance and communication.
- Complete all intake forms, observation logs, incident reports and other required documentation in a timely manner.
- Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program security.
- Adhere to staffing schedules to provide adequate and safe staffing coverage.
- Maintain working knowledge of fire, safety, and health standards to ensure a safe work environment for guests and co-workers.
- May be required to transport guests and/or belongings in large passenger van.

### **POSITION EXPECTATIONS:**



- Be punctual. No more than one late occurrence per quarter. If you know you are going to be late, you must contact your Supervisor at least one hour in advance.
- Complete paperwork in a timely and consistent manner, including all reports, etc.
- Complete work accurately – proofread all documents you are responsible to create or distribute.
- Use good judgment and discretion in all aspects of this position. Make ethical, non-biased and well-thought-out decisions.
- Communicate regularly with Management and co-workers on all pertinent issues.
- Assist others in a compassionate manner without ethnic or social prejudices. Be tactful and mindful of issues & challenges unique to homelessness, substance abuse and persons with physical and mental disabilities.
- Be able to perform duties independently and as part of a team.

**SUPERVISORY RESPONSIBILITIES:**

None at this time.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

High school diploma or equivalent. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred.

**WORKING HOURS:**

This is a non-exempt position. Hours may vary between day, swing, or graveyard with weekends. Overtime may be required and will be paid in accordance with non-exempt position requirements. Any overtime worked must be approved in advance by the supervisor.

**DRESS:**

Monitors are required to wear TGI uniforms, which include the organization's shirts with logo and identification badge. Monitors are allowed to wear jeans, khakis, or other clean pants as part of their uniform. Clean khaki, white or black knee length shorts are allowed to be worn in the summer. Closed toe shoes are required at all times.

**TRAINING:**

Ongoing training including, but not limited to: CPR certification, Mental Health, First Aid, and Substance Use Awareness is required.

**LANGUAGE SKILLS:**

Ability to read and interpret documents, to write reports and correspondence, and to speak effectively with groups of people including guests and other employees in English.

**MATHEMATICAL SKILLS:**

Ability to perform basic mathematical calculations (add, subtract, multiply and divide).

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CRITICAL TECHNICAL REQUIREMENTS:**

This position requires strong communication skills. Monitor must be trained in crisis de-escalation techniques.

**CRITICAL BEHAVIORAL REQUIREMENTS:**

This position requires a commitment to carrying out the Mission, Vision and Values of the Organization. It is also essential to take responsibility, be trustworthy and to carry a high level of confidentiality. Flexibility, good judgment and an ethical and honest outlook are also essential behavioral qualities.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers, to handle objects, paper, etc. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, and stoop, kneel and crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, depth perception and ability to adjust focus. The employee regularly needs to talk and hear.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Noise level in the work environment is usually moderate.

I have read, understand, and agree with my position description as stated above. I also understand that this description agreement does not constitute a contract for length of employment and that the employer and employee are subject to protection by all Federal and State of California Labor and Employment allows. I am an “at will” employee.

**The Gathering Inn is an Equal Opportunity Employer.**



**The Gathering Inn maintains a drug-free workplace.**

Date: \_\_\_\_\_

Employee: \_\_\_\_\_

Supervisor: \_\_\_\_\_

COO: \_\_\_\_\_