



## **Job Posting**

**Position: Part-Time Shelter Monitor**  
**Reports to: Shelter manager**

Basic job description:

The Shelter Monitor (SM) will participate as a member of a team of 2-4 people responsible for ensuring that the UMD shelter operates according to approved policies and procedures and in a manner that reflects UMD's core values of Respect, Accountability and Collaboration. This position is primarily for 2<sup>nd</sup> and 3<sup>rd</sup> shift week day, weekends and to serve as a floater for other shifts as needed.

Duties include:

- Answer phones, doors and questions at the shelter front desk in a manner consistent with UMD shelter guidelines and procedures for intake and operation.
- Provide direction and guidance as needed in the event of medical, property, police or other emergencies.
- Ensure the accurate recording of bed assignments and maintenance of client files.
- Handle prescription medications in a manner that is consistent with agency procedures.
- Resolve conflicts with effective use of de-escalation, problem solving and conflict resolution skills and demonstrate effective and respectful communication with clients who may have mental health or substance abuse issues.
- Provide information on UMD Programs and supportive services offered by partner agencies.
- Offer empathy and support while maintaining professional client/staff boundaries and high ethical standards.
- Manage sensitive and confidential information in a professional manner.
- Serve as a team player who will embrace overall agency goals and promote interdependence with fellow staff members

Skills needed:

- High school diploma required.
- Excellent interpersonal communication skills
- Ability to function effectively in emergency situations and work with clients, staff and volunteers in a cooperative manner
- Prior experience in Human Services
- The ability to multi-task
- Understanding of the challenges of working with people who are homeless is a plus
- Must have basic computer skills necessary to perform tasks such as sending emails, writing reports and entering data.
- Maintain confidentiality and willing to sign a confidentiality agreement

**Working arrangement**

- Shelter Monitor is a part-time, hourly position without benefits or paid time off. Hourly rate will be negotiated based on experience.
- Hours may be day and/or evening as scheduled.