

Position Title: Safety Monitor
Reports to: Operations Manager
Part-time 25 hours a week

Organization Overview:

Women's Empowerment is a community based nonprofit organization whose mission is to educate and empower women who are homeless with the skills and the confidence necessary to secure a job, create a healthy lifestyle and regain a home for themselves and their children. Women's Empowerment is the most comprehensive job-readiness program in Sacramento exclusively designed to serve homeless women and their children. Women's Empowerment is dedicated to ending homelessness one woman, one family at a time.

Women's Empowerment offers a supportive environment whose employees work as a team to provide the highest quality of services. We use a strength based model in our work and focus on excellence in all of our programs.

Position Overview

The safety monitor is responsible for assuring quality service in a safe, non-judgmental manner to all staff, clients, donors, volunteers and visitors of Women's Empowerment. Objectives include: supportive interaction with staff, clients, volunteers, donors, and visitors; assessment of people's needs, including homeless visitors in need of resources; support the safety and integrity of Women's Empowerment of all staff, clients, volunteers, donors and visitors and property, and the performance of all work duties as required. Work is performed in a service oriented manner as it relates to mission and established organizational standards.

Principal Activities and Responsibilities

- Greet and monitor entrance of people to ensure they have a purpose to be at the Center
- Maintain security of the grounds and street area in front of the Center at all times. Conduct hourly safety and security checks during designated periods.
- De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients, volunteers and co-workers as necessary.
- Perform grounds and building maintenance tasks to meet requirements of city and county and good neighborhood policy.
- Respond to guest questions and concerns
- Direct homeless visitors to available resources as needed
- Respond to alarms and investigate any disturbances during shift
- Document and report all client concerns and/or infractions that can impact the program security.
- Complete observations logs, and incident reports as needed.
- Adhere to staffing schedule in order to provide adequate security coverage and accomplish program objectives.
- Call police or fire departments in case of emergency
- Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.

- Meet regularly with Supervisor
- Other duties as assigned

Qualifications

This position requires demonstrated ability to communicate clearly, professionally and compassionately with people. Comprehend oral and written instructions and to provide services to all guests without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, children, minorities, and persons with disabilities.

- Ability to de-escalate crisis situations and assist residents and staff in emergency situations
- Ability to work in an outdoor environment with changing weather conditions year-round
- Analytical and decision making skills
- Organization Skills
- Teamwork skills
- Oral and written communication skills
- Ability to maintain clear professional boundaries with clients and other guests
- High School Diploma preferred
- Must be 21 years of age
- Be able to pass background test (no felonies)
- Pass drug test
- Computer skills preferred but not required
- CPR and First Aid Training desired
- Guard Card desired

Desired Personal Qualities

Demonstrated professional integrity, ethics and confidentiality are paramount. Alignment with the mission of Women’s Empowerment is critical. General knowledge of the challenges unique to homeless women, children, minorities and persons with disabilities is a plus. Experience in the nonprofit sector is preferred.

This position requires daily contact with homeless clients, volunteers, donors and business entities. The safety monitor is responsible for promoting the organization’s image and adhering to organizational practices and procedures, while establishing and maintaining good working relationships with all guests. Tact, discretion, professionalism and resourcefulness are required at all times.

Physical Requirements

Lift and move up to 25 pounds. Stand, walk and sit frequently. Bend and stoop. Kneel occasionally. Be physically able to safely maneuver weight distribution of an individual in an emergency situation.

Nature of Supervision Received

Daily activities are many times performed independently with accessible guidance and direction from the Operations Manager or designated lead. Must be able to function both independently and in a team environment working towards the attainment of operational goals and contract compliance.

Job offer is contingent upon successful completion of background fingerprint check and drug test.

This position description does not list all the duties of the job. You may be asked by your supervisor to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time. The position description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.