

POSITION DESCRIPTION

Position: Shift Monitor
Program: Options Residential Treatment
Reports to: Program Director
Status: Non-exempt
Date Revised: 2/2021

POSITION SUMMARY:

This position is responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, and performance of all work duties as required. This is a great opportunity for those starting out in the Substance Use Disorder treatment field, and may hold opportunities for advancement. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Explain program requirements and regulations to new clients.
 - 2. Coordinate meal preparation/service, bed/sleeping assignments, showers, laundering, and other daily routines.
 - 3. Monitor resident's medication usage and required urinalysis testing as program requires.
 - 4. Provide "awake" shift coverage and maintain grounds security at all times.
 - 5. Assist with or lead group facilitation and documentation as needed.
 - 6. Provide emergency assistance to clients and co-workers as necessary.
 - 7. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Prepare apartment/rooms for next resident; maintain/monitor staff area cleanliness, etc.
 - 8. Respond to all client questions and concerns.

- B. Responsible for assistance with client development.
 - 1. Support the Case Manager and Program Director in implementing plans to assist the clients in pursuing permanent housing, education, and employment.
 - 2. Role model positive behavior to help clients as they work towards self- sufficiency.

- C. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Document and report all client concerns and/or infractions that can impact the program security.
 - 2. Complete all shift logs, observation logs, and incident reports.
 - 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 - 4. Secure approval for exceptions to standard policy.
 - 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 - 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.

7. Communicate with service providers and external county/state/city program representatives as required.
 8. Direct available resources as required.
- D. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

Current registration through CCAPP, CADTP, or CAADE is strongly preferred and must be renewed as required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license and ability to meet organizations insurance carrier guidelines is preferred.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
 Motivational interviewing knowledge
 Trauma informed care knowledge
 Oral and written communication skills
 Ability to assist other people
 Organizational skills
 Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
 Stand, walk, bend, stoop, and sit frequently
 Kneel occasionally
 Climb stairs as needed
 Be able to maneuver quickly in emergencies to assist clients as needed

NATURE OF SUPERVISION RECEIVED:

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

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Shift Monitor is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Shift Monitor job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____