

**Job Title**

Facility Monitor

Employment Type

Full-time (3rd Shift)

Benefits

Retirement, Life Insurance, Long-term and short-term Disability, Health Insurance (Medical, Vision, Dental)

Organization

United Way of East Central Alabama (Martha's Hope: The Martha Vandervoort Center to End Homelessness)

Location

Martha's Hope: The Martha Vandervoort Center to End Homelessness

Direct Report

Program Director

Position Overview

Facility Monitors at Martha's Hope play a critical role in maintaining a safe and secure environment for clients, staff, and visitors. These individuals are responsible for monitoring the premises nightly, ensuring compliance with safety protocols, and promptly responding to any safety concerns or emergencies. Facility Monitors provide a reassuring presence, fostering a sense of safety and well-being among clients and staff.

Key Responsibilities

- **Security and Safety Oversight:**
 - Monitor the premises and oversee the center's overall security.
 - Conduct regular patrols and surveillance to ensure the facility remains secure.
 - Respond promptly to any security concerns, breaches, or emergencies, and notify relevant personnel as necessary.
- **Access Control and Visitor Management:**
 - Control access to the facility, ensuring that only authorized individuals, staff, and clients enter the premises.
 - Greet visitors and clients warmly, verifying their identities and purposes for visiting to create a welcoming atmosphere while maintaining security.

- **Enforcing Rules and Policies:**
 - Enforce Martha's Hope rules and policies to maintain a structured and safe living environment for clients.
 - Communicate guidelines to clients and address rules violations or behavioral issues with professionalism and empathy.
- **Conflict Resolution and De-escalation:**
 - Utilize de-escalation techniques and conflict resolution strategies to handle conflicts or tense situations calmly and diplomatically.
 - Ensure disputes are resolved peacefully and without disruption.
- **Emergency Response:**
 - Be trained in emergency response procedures and prepared to handle various crises effectively.
 - Assist in evacuations during fire drills or emergencies and coordinate with emergency services when necessary.
- **Client Support and Assistance:**
 - Provide general support and assistance to clients, helping them navigate the facility and address any non-crisis-related needs.
 - Act as a client resource, guiding or directing them to the appropriate staff members for specific services.
 - Conduct HMIS data intake, accurately entering client information into the system.
 - Refer clients to Empowerment Coaches for mental health services, case management, and other support services as needed.
- **Maintaining Facility Orderliness:**
 - Ensure that common areas and shared spaces are kept clean and orderly.
 - Monitor the proper use of equipment and amenities, contributing to a positive and hygienic living environment.
- **Reporting and Communication:**
 - Maintain detailed logs and incident reports, documenting notable occurrences, security-related issues, or client concerns.
 - Communicate relevant information to other staff members to ensure seamless communication and a coordinated response to client needs.
 - Ensure that all client interactions and referrals are documented appropriately in the HMIS system.

Qualifications

- High school diploma or equivalent; additional education or certifications in security or related fields preferred.
- Previous experience in security, safety oversight, or a related role.
- Strong observational and problem-solving skills.
- Excellent interpersonal and communication skills.
- Ability to remain calm and composed in high-pressure situations.
- Training in conflict resolution and de-escalation techniques.

- Familiarity with HMIS (Homeless Management Information System) or willingness to be trained.
- CPR and First Aid certification preferred.
- Ability to work flexible hours, including nights, weekends, and holidays.

Working Conditions

- This position requires the ability to walk or stand for extended periods.
- Facility Monitors may be exposed to varying weather conditions during patrols.
- The role may involve occasional lifting of objects up to 25 pounds.

Application Process

Interested candidates should submit their resume and a cover letter detailing their qualifications and interest in the position to kbryan@uweca.org

With these additions, Facility Monitors at Martha's Hope will contribute to the facility's safety and security and play an integral role in client data management and connecting clients to essential services.