



Small steps lead to large strides.

Shelter Monitor

DIRECT REPORTS: Shelter Manager

Job Description

Dorothy Day House Shelter, in partnership with the City of Berkeley, offers services that believe every individual has strengths and the ability to make positive changes in their lives. We value the diversity, determination, resiliency, and strength that all of our participants bring to Dorothy Day House. The Shelter Monitor, under the supervision of the Operations Manager, is responsible for assuring quality service to all shelter guests in a compassionate and professional manner as it relates to the specific shelter needs and objectives. Objectives include supportive interaction with shelter guests and team members, assessment of individual needs, performance of all work duties as required and watching for the well-being and safety of all shelter guests and staff.

The ideal candidate is reliable, patient, and outgoing with the ability to engage a challenging population. We are looking for a Shelter Monitor who has a strong desire to make a difference in the lives of others and a clear understanding of the dynamics surrounding homelessness.

This is a full or part time position.

Objectives of this Role:

- Provide strong program leadership for creating and implementing services that are trauma-informed and use harm reduction as a core philosophy, while using positive reinforcement development framework for program participants
- Provide leadership, guidance and direct services to participants with professional excellence that aligns with the Dorothy Day House mission and vision.
- Manage daily operations of the DDHS which includes daily intake of shelter guests, contact tracing measures, shelter cleaning and upkeep and meal service.
- Provide one-on-one discussions with shelter guests as needed. Works collaboratively with the team to provide resolution and support participant needs.
- Have a clear understanding of confidentiality and the value of building and maintaining trust with our shelter guests.

Job Qualifications:

- At least two years of experience providing services to unsheltered, shelter environment and/or homeless outreach services
- Full knowledge and understanding of the dynamics surrounding homelessness
- Has great judgement with a proactive approach with the ability to meet individuals "where they are at".
- Ability to work in a very fast paced environment with many distractions.
- Must be familiar with and comfortable using tablets for all daily program services.

Job Types: Full-time, Part-time

Pay: \$19.33 per hour