



Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Napa County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties.

Abode is seeking an **Overnight Shelter Monitor for Sunrise Village Shelter**. This is a full-time, nonexempt position responsible for maintaining the health and safety of the residents at the Emergency Shelter. This position reports to the Shelter Services Coordinator and located in Fremont. Shifts include 9:30pm-5:30am and/or 11pm-7am. (Please note in your cover letter if you are able to work these shifts).

Responsibilities:

- Implement and operate Sunrise Village program procedures including: answer telephone lines and oversee front desk activities; greet visitors and volunteers; and problem solve with shelter participants.
- Inspect facility; sign in participants; maintain and enforce shelter guidelines; document resident behavior and needs as well as program issues using log book and incidents report; oversee proper chore implementation including clean up and maintenance of facility.
- Respond to participants' requests, rendering assistance as possible; respond to and resolve conflicts and crisis situations.
- Maintain standardized operating procedures, safety of participants, program integrity, and a supportive and caring environment.
- Complete participant phone screens, intakes, and exit paperwork.
- Communicate with staff and all participants in a non-judgmental manner; work cooperatively with all agency staff.
- Participate in agency trainings, staff meetings, case conferences, and supervision.
- Other duties as assigned.

Qualifications:

- High School Diploma or equivalent required.
- Experience working with individuals and families in crisis desired.
- Experience working in a shelter setting desired.
- Strong written and oral communication skills required.
- Strong organizational and time management skills required.
- Proven ability to work effectively as an individual and part of a team.
- Willingness to be flexible with work schedule. Weekends required.
- Willing to submit to live-scan fingerprinting process and pass background clearances.
- Reliable means of transportation required.
- Valid and current CA Driver's License and Insurance required.

Equal Opportunity Employer/Drug Free Workplace

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. We reserve the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.