



JOB POSTING

Monitor

Company Description

A mission-driven organization, Lutheran Metropolitan Ministry (LMM) serves people in Northeast Ohio and walks with them on their road to self-sufficiency. LMM helps empower people to overcome barriers, obtain job skills, gain employment, locate safe and stable housing, access counseling and support services, stay out of prison, and secure second chances in community. Our mission is to promote shalom (peace, well-being) and justice (right relationships) through a Christian ministry of service and advocacy with those who are oppressed, forgotten and hurting.

Position Summary

The Monitor in a low demand shelter is responsible for the overall functioning of the shelter, including maintaining a peaceful, safe, supportive, and orderly environment. The position serves single adults who are homeless and includes basic orientation (services, rules, & policies), assistance with basic immediate needs, de-escalating conflict, and being a stable, welcoming presence.

Some of the duties include:

- Conduct rounds, security checks, and perform searches as needed. Immediately reports abnormal findings to shift supervisor or Director of Operations.
- Handle front desk duties, including enrolling new residents in the shelter data system, scan-in residents, enforce bans, and utilize appropriate security measures (such as metal detector, wandering, handling contraband).
- Monitors security cameras to ensure clients are complying with policies regulating conduct.
- Interacts with clients professionally, using open and respectful communication.
- De-escalates potentially volatile situations between clients when necessary utilizing Handle With Care's intervention strategies.
- Monitors client and visitor movement inside facility.
- Responsible for rule enforcement and assisting in the daily needs of shelter residents. including making
- Prepares incident/accident/injury reports as necessary.
- Maintains detailed records of events that occur during the shift.

Qualifications

Our ideal candidate has a high school diploma or equivalent; some experience working with the homeless, chemically dependent, or mentally disabled individuals; and effective communication and crisis intervention skills.

LMM offers a number of benefits for full time staff including, but not limited to: medical dental, vision, disability, life, generous paid time off, and a 403 (b) retirement savings plan. LMM embraces cultural diversity and is Equal Opportunity Employer/Minorities/Female/Disabled/Veteran, and a Drug-Free Workplace.

Join our team! Go to www.lutheranmetro.org/employment to complete an online application and attach a cover letter (with salary requirements) and resume. Applications accepted until positions are filled.