

**POSITION TITLE:** Lead Monitor  
**Hiring Range:** \$30,160 - \$34,684

**Classification:** Full-Time  
**FLSA Status:** Non-Exempt

**SUPERVISED BY:** Program Manager

**Location:** Albuquerque, NM

**JOB SUMMARY:** Supervises team of up to (5) Resident Monitors providing day-to-day operations of a 50-person transitional housing program supporting homeless Veterans and their families. The Lead Monitor is responsible for ensuring that staff adhere to company policies, enforce programmatic policies with clients, and tracks multiple datasets that help ensure programmatic standards and discipline. The Lead will provide training and development that ensures Resident Monitors are fully capable to perform the responsibilities of their role, and will conduct opportunity training that helps improve their ability to provide 24-hour service and support to the clients. The Lead will develop tracking mechanisms that help to document and report information on the clients, their conduct, and the operations of the transitional housing campus to the Program Manager. The Lead will assist the Program Manager in the preparation for inspections, program reviews, and internal/external accreditation audits, as applicable. The Lead will conduct random inspections of reported activities by the Resident Monitor team, and ensure that safety and security are maintained. The Lead may need to engage with other community residents to ensure that positive relationships are established with non-client apartment residents. The Lead will engage with apartment management and senior staff to ensure and promote a positive and supportive living environment that enables clients to address barriers to self-sufficiency and permanent housing placement.

**ESSENTIAL JOB FUNCTIONS:**

- ✓ Assess and respond appropriately to resident behaviors, attitudes and dispositions, and at time applying de-escalation techniques for those in crisis
- ✓ Supervise staff and ensure compliance to both company and resident policies and procedures
- ✓ Conduct regular evaluations of staff performance and make improvements that increase the teams' effectiveness while maintaining a high level of service delivery
- ✓ Assist with the implementation of emergency disaster preparedness, supervision of drills and respond to actual emergencies
- ✓ Ensure that staff conduct properly administered drug and alcohol testing IAW company policy
- ✓ Conduct contraband control and confiscation procedures including inspections of rooms, bags, and personal belonging for alcohol, drugs including drug paraphilia and contraband
- ✓ Complete intake and discharge procedures for all residents upon arrival and at exit
- ✓ Conduct program orientations for newly arrived residents
- ✓ Conduct facility safety checks for all company buildings and grounds and ensure staff are reporting facility deficiencies
- ✓ Make recommendations to operational policies and procedures consistent with program goals and the agency mission
- ✓ Develop and enforce shift schedules that ensure 24-hour staffing of the Monitor office in support of the Transitional Housing Program
- ✓ Model competency, good judgment, and self-control in the presence of residents and with staff
- ✓ Prepare informational, infraction and incident reports as necessary
- ✓ Promote and model teamwork and collaboration with co-workers
- ✓ Model pro-social and appropriate behaviors and suggest alternatives to inappropriate or disruptive behaviors

*Preference given to eligible Veterans and Immediate Veteran Family Members  
NMVIC is an Equal Opportunity Employer*

<b>Minimum Qualifications</b>	High School Diploma or GED; Two years college or equivalent education
	Experience working in customer service
	At least two (2) years' experience supervising employees
	* <i>Experience may be substituted in lieu of educational requirements</i>
<b>Preferred Skills</b>	College degree or equal combination of education and experience
	Two (2) or more years' experience in community outreach
	Four (4) or more years' of supervising employees working varying shifts
	Training or certification in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
<b>Client-Focused</b>	<ul style="list-style-type: none"> <li>· Use a client-centered focus that involves compassion and non-judgmental approaches to providing services to previously homeless individuals</li> <li>· Support and assist clients in developing skills that will further their independence, increase their community involvement and improve their quality of life</li> </ul>
<b>Judgment and Decision Making</b>	<ul style="list-style-type: none"> <li>· Ability to make sound, timely decisions and work independently or with limited supervision</li> <li>· Apply sound management decisions; completes tasks on time and notifies appropriate persons when tasks are not completed</li> <li>· Prepare evaluation reports and enforce discipline among staff in accordance with company rules and regulations</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>· Engage in clear, consistent, and professional communication with residents, staff, service providers and community members</li> <li>· Works with the Program Manager to ensure effective information dissemination and reporting on resident activities; writes clearly and informatively</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>· Develops and supervises 24-hour shift scheduling of staff</li> <li>· Prepare and supervise preparation for internal and external inspections of the property to maintain the health, safety and accountability of the residents</li> <li>· Proficiency in knowledge and operations of emergency drills, life safety, facility sanitation, escapes and unusual occurrence procedures</li> <li>· Maintains accurate and detailed records on residents; report appropriate incidents and situations to supervisors; use sound judgement when contacting emergency services</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>· Participate in and conduct monthly staff meetings with team and required trainings</li> <li>· Supports team members by providing back-up services during times of absence</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>	
<b>Constant</b>	Work with Veterans in crisis or extreme mental distress recovering from homelessness
<b>Frequent</b>	Drive safely and recognize hazards, including 15-passenger vehicle; shift work
<b>Occasional</b>	Respond to emergency situations quickly and calmly while maintaining control
<b>Occasional</b>	Able to lift up to 15 pounds
<b>ADDITIONAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Valid US Driver License, Proof of Current Insurance, Use of Reliable POV</li> <li>• Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years</li> </ul>
	* <i>Criminal History does not automatically exclude applicant from potential hiring</i>
<b>WORKING CONDITIONS</b>	Indoor: 70% - Office environment
	Outdoor: 30% - All weather conditions and variable temperatures