

POSITION TITLE: Resident Monitor
Hiring Range: \$29,120 - \$31,720

Classification: Full-Time
FLSA Status: Non-Exempt

SUPERVISED BY: Lead Monitor

Location: Albuquerque, NM

JOB SUMMARY: Guide, assist and support residents and carry out the day-to-day operations of a 60-person transitional housing program supporting homeless Veterans and their families. The Resident Monitor is responsible for ensuring program and facility safety monitoring resident movement, and promoting risk reduction and successful community reintegration. Assist program management in the preparation for all inspections, program reviews, and internal/external accreditation audits. Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns. Collaborate with other staff and community partners to promote a positive and supportive living environment that enables clients to address barriers to self-sufficiency and permanent housing placement. Facilitates event meetings, therapeutic groups and other structured activities per the Program Manager. Oversees resident family visitations and assists volunteers and personnel from other agencies. Observes, documents, and ensures the accountability of all residents while within the facility and in the community by enforcing all rules, responsibilities, and restrictions assigned to residents. Assists and supports Counselors, with resident programming that may include but not be limited to: installing electronic monitoring equipment, visiting residents in the homes and places of employment; and providing alcohol and urine surveillance testing.

ESSENTIAL JOB FUNCTIONS:

- ✓ Assess and respond appropriately to resident behaviors, attitudes and dispositions, and at time applying de-escalation techniques for those in crisis
- ✓ Assist in the overseeing and supervision of emergency disaster preparedness, supervision of drills and actual emergencies
- ✓ Conduct contraband control and confiscation procedures including inspections of rooms, bags, and personal belonging for alcohol, drugs including drug paraphilia and contraband
- ✓ Provide input and feedback related to resident program, treatment and/or case plans to case management staff.
- ✓ Complete intake and discharge procedures for all residents upon arrival and at exit
- ✓ Conduct program orientations for newly arrived residents
- ✓ Conducts facility safety checks for all company buildings and grounds
- ✓ Ensure compliance with all health/hygiene, safety and maintenance requirements
- ✓ Make recommendations to operational policies and procedures consistent with program goals and the agency mission
- ✓ Perform and document daily shift activities as required by policies and professional standards
- ✓ Models competency, good judgment, and self-control in the presence of residents and when performing duties
- ✓ 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*

Minimum Qualifications	High School Diploma or GED
	Experience working with vulnerable populations
	Experience positively addressing substance use or behavioral health conditions
	* <i>Experience may be substituted in lieu of educational requirements</i>
Preferred Skills	College degree or equal combination of education and experience
	Two (2) or more years' experience in community outreach with vulnerable populations
	Training or certification in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> · Use a client-centered focus that involves compassion and non-judgmental approaches to providing services to previously homeless individuals · Support and assist clients in developing skills that will further their independence, increase their community involvement and improve their quality of life
Judgment and Decision Making	<ul style="list-style-type: none"> · Ability to make sound, timely decisions and work independently or with limited supervision · Follows instructions, responds to management direction; completes tasks on time and notifies appropriate persons when tasks are not completed · Prepare client major incident and incident reports as requested and in accordance with agency rules and regulations
Communication	<ul style="list-style-type: none"> · Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members · Listens and seeks clarification; Writes clearly and informatively
Technical Skills	<ul style="list-style-type: none"> · Conducts and documents scheduled internal and external inspections of the premises to maintain the health, safety and accountability of the residents · Proficiency in knowledge and operations of emergency drills, life safety, facility sanitation, escapes and unusual occurrence procedures · Maintains accurate and detailed records on residents; follows policies and procedures; completes tasks correctly and on time
Teamwork	<ul style="list-style-type: none"> · Participate in regular monthly staff meetings and required in-service trainings · Supports team members by providing back-up services during times of absence
PHYSICAL REQUIREMENTS	
Constant	Work with Veterans in crisis or extreme mental distress recovering from homelessness
Frequent	Drive safely and recognize hazards, including 15 passenger vehicle
Occasional	Respond to emergency situations quickly and calmly while maintaining control
Occasional	Able to lift up to 15 pounds
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	* <i>Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	Indoor: 70% - Office environment
	Outdoor: 30% - All weather conditions and variable temperatures