

Los Angeles Mission, Inc.
Job Description

Job Title: Heap Lobby Monitor (ADC)
Department: Guest Outreach & Emergency Services
Reports To: Manager of Guest Outreach & Emergency Services
FLSA Status: Temp, Full-Time, Non-Exempt, 1 yr. contract
Prepared By: Human Resources Department
Revised Date: June 2021

SUMMARY:

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Responsible for monitoring, maintaining safety, cleanliness and sanitation of the Anne Douglas Center by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Monitors ADC Courtyard, Lobby, Shower and Clothing areas, is visible and available to assist outreach team.
- Complete reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Responsible for the safety of staff, client & students.
- Consult with direct supervisor regarding daily observation.
- Check for contraband in the facility through general observations.
- Maintain visitor protocol, monitors visitation period and terminates visitation according to program policies.
- Follow appropriate incident protocol and accompanying documentation.
- Maintain a comprehensive and accurate written record of events that occur during shift as well as thorough incident reports and submit to supervisor.
- Check all doors at the onset and end of shift to ensure all doors are locked
- Calls/contacts supervisor or LAM Security when necessary.
- Keeps in contact with LAM Security by 2-way radio.
- Effectively communicates emergency situations to supervisor in a timely manner.
- Checks interior and exterior of facility at regular intervals.
- Provide clerical support as assigned.
- Ability to react to emergencies and talk down, restrain or arrest the person(s) that may display unruly and or violent acts.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School Diploma or general education degree (GED) and two years related experience and/or training; or equivalent combination of education and experience. Have skill or experience in management of difficult behaviors. Conflict Resolution and/or Management of Aggressive Behaviors experience and skills a plus.

TECHNOLOGY SKILLS:

Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, and internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:

Ability to read and interpret general business periodicals, professional journals, journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual, English/Spanish preferred.

MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers, and to multiply and divide with 10's and 100's. Ability to perform these operations using English units.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission Street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is

required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. Employee is regularly exposed to some abuse from angry callers. Employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER: and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date