



Program: The Lofts
Title: Monitor/Security
Status: Full Time
Salary: \$15/Hr.

Program Description: Located at 3808 El Cajon Blvd, The Lofts at Normal Heights is a new affordable housing complex for homeless Veterans in San Diego. Alpha Project provides essential wrap-around supportive services for the residents of The Lofts, which includes 52 affordable rental apartments and one manager's unit.

Job Description: Monitors/Security assist in providing a welcoming, clean, safe, environment offering permanent housing and supportive services to homeless veterans. Under the direct supervision of the Program Manager/Program Director, Monitors/Security workers will assist with the day to day operations. These positions will possess a strong ability to communicate, adhere to protocols, and be dependable. Monitors/Security will work collaboratively with residents, staff, providers, and guests to maintain a clean, safe environment at The Lofts.

Responsibilities: The primary responsibilities will include and focus on:

- ❖ Monitor premises for safety and security; conduct emergency, fire and safety checks on a regular basis;
- ❖ Patrol immediate neighborhood;
- ❖ Assist with daily upkeep;
- ❖ Document and report incidents and daily activities as instructed;
- ❖ Collaborate with outside agencies and volunteers;
- ❖ Resolve conflicts among resident's professionally and efficiently;
- ❖ Make proper referrals to available resources and services;
- ❖ Maintain confidentiality for all residents;
- ❖ Ensure all guests are checking in and out of the facility;
- ❖ Communicate and adhere to program policies and procedures;
- ❖ Model professional rapport with all staff, clients, and partners in accordance with the Operations Manual;
- ❖ Must interact well with other people; need to be able to build rapport and work cooperatively with participants, service providers and staff members;
- ❖ Perform other duties as assigned by the Program Manager/Program Director.

Qualifications: These positions will possess the minimum qualifications:

- ❖ One years' experience working the target population;
- ❖ Veterans encouraged;
- ❖ Bilingual speakers encouraged;
- ❖ Peer Support individuals encouraged;
- ❖ Knowledgeable on Housing First, Low Barrier, and Harm Reduction principals, appreciated;
- ❖ Experience with Motivational Interviewing, Trauma Informed Care, and Crisis Intervention appreciated;
- ❖ Knowledgeable of Microsoft Office (Outlook, Word, Excel) and HMIS appreciated.