



Heading Home

Job Title: Wellness Hotel Monitor
Program: Heading Home CABQ Wellness Hotel
Reports To: Wellness Hotel Site and Services Coordinator
Hours: Depending on shift

Exempt Non-Exempt

Position Summary:

The Monitor is responsible for programmatic oversight and coordination of services at the Wellness Hotel. The Wellness Hotel was established by the City of Albuquerque Department of Family and Community Services to reduce density of the congregate shelter population at the WEHC and provide a non-congregate shelter option for homeless individuals most at risk of severe impacts if they contracted COVID-19 because of age or underlying medical conditions. The Wellness Hotel serves as a voluntary extension of the City's emergency shelter program during the COVID-19 pandemic period as it continues to threaten public health. This may be a seasonal position.

Essential Duties & Responsibilities of a Wellness Hotel Monitor include:

- Reports to Program Director/Site and Services Coordinator
- Supports Site and Services Coordinator, other Monitors, Security Guards, and Volunteers
- Conduct COVID- 19 screening with new and current residents.
- Assists in transportation coordination
- Assists in directing new residents to their room
- Assists in Client Intake process by performing an orientation for new guests
- Maintains good rapport with residents in order to facilitate a safe and comfortable environment
- Maintains accurate counts and file documentation
- Conflict resolution, de-escalation and connection to behavioral health providers when appropriate
- Communicates directly with supervisor, security personnel and hotel staff
- Monitors hotel space
- Performs once-a-day daily check-ins with guests
- Conducts weekly room check of client rooms
- Arranges room cleaning between clients and hotel staff
- Arranges linen exchange between clients and hotel staff
- Liaison for food delivery
- Liaison with medical providers
- Enforces policies (City of ABQ and hotel rules)
- Connects guest to case manager and medical providers as needed
- Is mindful of and adheres to all safety protocols
- All other assigned duties

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

To perform this job successfully, an individual must have excellent communication and interpersonal skills, must be able to think strategically, act quickly and must work well with others across a broad spectrum of situations. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Prior experience in working with individuals experiencing homelessness and mental illness is highly desired.

Skills:

- Ability to communicate effectively both orally and in writing
- De-escalation, trauma informed care, or similar training is highly desired
- Must be able to maintain composure under difficult situations

Other Requirements:

- CPR/First Aid certification within 30 days of employment
- Ability to navigate stairs and uneven terrain

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Print Name: _____ Date: _____
Wellness Hotel Monitor

Signature: _____ Date: _____
Wellness Hotel Monitor

Signature: _____ Date: _____
Wellness Hotel Site and Services Coordinator