



## Heading Home

**Job Title:** Bus Monitor  
**Program:** WEHC  
**Reports To:** Shift Manager  
**Pay:**

### **Position Summary:**

The Bus Monitor shall assist all WEHC staff, guests, and volunteers in the pursuit and goal of Heading Home's mission which is to make experiences of homelessness rare, short-lived and non-recurring.

### **Essential Duties & Responsibilities of a Bus Monitor include:**

- Reports to Shift Manager.
- Supports Shift Manager, Campus Monitors, Security Guards, and Volunteers.
- Assists in the unloading/loading of busses.
- Assists in directing new guests to their beds.
- Assists in guest intake process by performing an orientation for all new guests.
- Maintains good rapport with guests in order to facilitate a safe and comfortable dorm.
- Maintains accurate headcount and rosters of all guests in dorm.
- Assists with conflict resolution.
- Maintains periodic rounds through and around bunks to ensure safety of guests.
- Assists new guests with clean linens and escorts them to their beds.
- Communicates directly with Manager and Lead Security.
- Maintains a clean dorm area for the guests
- Other duties as assigned.

### **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 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 be able to perform each duty satisfactorily. 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.

**Skills:**

- Ability to communicate effectively both orally and in writing.
- Knowledge of area service providers and community resources.

**Other Requirements:**

- CPR/First Aid certification within 30 days of employment.

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.

Signature: \_\_\_\_\_  
                    Bus Monitor

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
                    Program Director

Date: \_\_\_\_\_