



Job Description

Position Title: Security Monitor
Program/Department: Sage Center/Family Recovery Program
Position Location: 1209 N. Rose Street
Baltimore, Maryland
Reports To: Lead Security Monitor/Office Manager
FLSA Status: Non-Exempt

The Family Recovery Program, Inc. was originally created in August 2005, by private philanthropic partners including the Abell Foundation, the Baltimore Community Foundation and the Annie E. Casey Foundation, along with the Maryland State Departments of Budget and Management, Human Resources and the Governor's Office of Children, joined with the Safe and Sound Campaign and the Family League of Baltimore City. This nationally recognized program provides parents with the substance abuse treatment they need and a full range of supportive services, including mental health care, transportation, housing assistance and case management support. Services are tailored to meet the needs of parents who are often in crisis and unable to move forward without intensive, ongoing help.

The Family Recovery Program's goal is to reduce the time target children spend in out-of-home placements by providing intensive substance abuse treatment services and judicial oversight administered by the Juvenile Court of Baltimore City to the parents of the children. The Family Recovery Program is able to achieve its goal because successful parents who maintain sobriety are more likely to be reunified with their children. The children of unsuccessful parents are more likely to enter into alternative permanent placements (e.g. Adoption or Custody and Guardianship).

The Family Recovery Program was designed to put the principles of the Maryland Opportunity Compact into action by:

- Reducing children's length of stay in foster care;
- Saving state resources through reduced lengths of stay;
- Using the resulting savings to sustain the effort and, as they accumulate, to expand effective programs and opportunities for young children and their families that prevent them from future engagement with the foster care system.

The Family Recovery Program's mission is, "At FRP, we S.E.E. our families" (Strengthen. Engage. Equip). We **strengthen** our parents by providing them with safe and intensive services. We **engage** our parents in a holistic array of services matched to meet the needs of their family. We **equip** our parents with lifelong strategies assisting them in becoming self-reliant as they embark in a drug and alcohol-free lifestyle.

The vision of FRP is as follows:

Investing in families to build thriving communities

The *Security Monitor* shall assist The Family Recovery Program, Inc. in all tasks related to supporting the facilities of this organization.

Essential Duties and Responsibilities

The Security Monitor is responsible for:

- Touring the building located at 1209 N. Rose Street a minimum of three (3) times per shift to ensure safety of families and staff and other persons on the premises;
- Preparing reports describing building activities each shift;
- Transferring knowledge to relieving employee;
- Contacting the Lead Security Monitor and Office Manager if any issues arise (call-outs, call-ins, etc);
- Assisting with, identifying, and reporting any disturbances or problems that arise at the facility;
- Writing incident reports and meeting with the Lead Security Monitor and Office Manager to review procedures;
- Inspecting premises for signs of intrusion or tampering;
- Touring facilities, examining doors, windows and gates to ensure they are secure;
- Assisting with crowd control inside and outside of the premises;
- Controlling unusual circumstances and events during fire, storms, riots and other emergencies;
- Responding immediately to emergency situations – answering alarms and investigating disturbances;
- Documenting activities within the building;
- Acting in a professional manner with parents, employees, exhibitors, patrons and others encountered during the course of employment;
- Having a neat, professional appearance and coming to work prepared for the shift;
- Wearing provided FRP security staff shirts during scheduled worktime;
- Coming to work on time and completing shift assignments (including overtime if needed);
- Providing customer service to the highest possible level;
- Maintaining the highest standards of business ethics;
- Knowing, enforcing, and abiding by all FRP rules and regulations;
- Having knowledge of all emergency policies and procedures so they may appropriately respond should any of the emergencies occur;
- Attending monthly security team meetings;
- Attending monthly FRP huddles;
- Maintaining CPR certification;
- Attending annual Ethics training;
- Attending other FRP trainings, as required;
- Performing other duties as required;
- Maintaining client and program confidentiality.

Principal Interactions

The Security Monitor works directly with the parents of the Family Recovery Program. As a result, excellent interpersonal, communication, and presentation skills are essential to this position.

Qualifications, Education and Experience

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The Security Monitor shall have:

- A high school diploma or GED equivalent;
- Must be 18 years of age or older;
- Prefer previous experience in a security role.

Knowledge, Skills and Abilities

Minimum kinds of knowledge, skills and abilities required for this job:

- Ability to communicate effectively and prepare, maintain and analyze records and reports;
- Skill in the ability to work cooperatively with others; analytical skills; decision making skills; effective written, verbal, presentation and listening communication skills; effective negotiation and mediation skills;
- Ability to handle conflicts, make common sense decisions and exercise proper action during high tension and stressful situations;
- Knowledge of security and safety guidelines, and of laws and regulations that affect security policies, procedures, rules and operations;
- Knowledge of security technology, Door Access System, and security project implementation;
- Must be able to speak, read, write, and understand English;
- Must be eligible to work in the United States.

Certificates, Licenses, Registrations

- Be licensed and insured to operate a motor vehicle in the United States.

Physical Demands

- The Security Monitor may spend long hours sitting, walking, or standing;
- Occasionally lift/push/pull objects weighing up to 25lbs. Rarely lift/push/pull objects weighing up to 50lbs., with or without assistance;
- Ability to operate security equipment;
- Manual dexterity – Regularly required to use hands and fingers to handle or feel to handle building keys and open doors;
- Reach with hands and arms;
- Visual acuity – due to spending long periods of time viewing security monitors;
- May be exposed to moderate to extreme noise.

Computer Skills

- Proficient computer skills including the ability to operate computers and security monitors;
- Operate a computer using Windows and Microsoft Office software.

Hours of Work and Travel requirements

- Travel negligible;

- Shifts vary – required to work any shift needed (as scheduled);
- Work extended/irregular hours including nights, weekends and holidays, as needed.

Level of Authority

The Security Monitor:

- is a non-supervisory position;
- does not have direct budgetary authority.

NOTE: The essential responsibilities of this position are described under that headings above. They may be subject to change at any time due to reasonable accommodations or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

FRP Merit Increases

In order to be considered for any FRP raises, 90% of the following duties and responsibilities must be met and proof of your efforts must be presented at your annual evaluation:

- Toured the building located at 1209 N. Rose Street a minimum of three (3) times per shift to ensure safety of families and staff and other persons on the premises (kept log);
- Contacted the Lead Security Monitor and Office Manager if any issues arise (call-outs, call-ins, etc.);
- Assisted with, identifying, and reporting any disturbances or problems that arose at the facility;
- Wrote incident reports and met with the Lead Security Monitor and Office Manager to review procedures;
- Had a neat, professional appearance and came to work prepared for the shift;
- Wore provided FRP security staff shirts, 90% of the time, during scheduled worktime;
- Came to work on time and completed shift assignments (including overtime if needed);
- Attended 75% of monthly security team meetings;
- Attended 75% of monthly FRP huddles;
- Has current CPR certification;
- Attended annual Ethics training;
- Attended 75% other FRP trainings, as required

Employee Signature

Date