



*Empowering children & families  
affected by homelessness*

## **Position: Health and Safety Officer**

**DEPARTMENT:** Programs

**REPORTS TO:** Health and Safety Supervisor

**FLSA STATUS:** Exempt ☒ Nonexempt

**SUPERVISORY RESPONSIBILITIES:** ☐ Yes ☒ No

### **JOB SUMMARY:**

The incumbent is responsible for the safety of Family Gateway guests, team members, and volunteers as well as the overall security of the facility. Utilizing appropriate boundaries and de-escalation techniques, the incumbent will provide active, engaged professional, appropriate care, escalating serious issues to appropriate law enforcement.

### **JOB DUTIES/RESPONSIBILITIES:**

- Contribute to maintaining safe and healing environment for all clients.
- Scans and conducts searches of all guests to enter the property.
- Provide appropriate screening to ensure no weapons are brought onto the property.
- Monitor surveillance camera for any disruptions or unlawful activities.
- Perform internal and external security patrols of the shelter and property to promote a safe and healthy environment.
- De-escalate or provide engaging intervention for guests exhibiting disruptive or inappropriate behavior.
- Engage in calm demeanor with an appropriate, low tone of voice.
- Engage guests through frequent interaction and modeling of positive behavior.
- Interviews, investigate disturbances, complaints, thefts, vandalism and accidents
- Accurately record events that occur in the incident log book.
- Assess and manage emergencies according to Family Gateway emergency protocol. Call law enforcement and professional medical assistance when necessary.
- Perform daily room checks to determine both the cleanliness of the rooms & the welfare (physical & mental) of all Guests (adult & youth). Report appropriate concerns to a facilities team member, case manager, and or shelter director for resolution.
- Ensure guests comply with Family Gateway policies according to procedures.
- Conduct some housekeeping/clerical tasks.

- Escalate serious situations
- Participate in initial & ongoing training (i.e. CPR, Trauma Informed Care, FG General knowledge training, Officer Expectation Training, State required training, etc.
- Participate in individual &/team meetings/trainings with officers, weekly, monthly & quarterly.
- Prompt/on time & daily attendance to designated post.
- Perform all other duties as assigned.

#### **QUALIFICATIONS:**

- Computer skills (Windows, Microsoft Word) are a must
- Good working knowledge of security operations, safety practices in the business environment and enforcement procedures
- Demonstrated good knowledge to include knowledge of motivation techniques and basic training methods. Knowledge of decision-making techniques, skill in de-escalation, conflicts and grievances
- Must be able to communicate both verbally and in written form. Reading and writing skills which include the ability to use complete sentences.

#### **EDUCATION AND EXPERIENCE:**

At least a high school diploma; prefer some college or degree. We are seeking mature, appropriate candidates at least 21 years of age who can be trained to respond appropriately to sensitive, complex situations involving those who have been traumatized by the experience of homelessness.

#### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid Texas driver's license required. Must register with State of Texas for security personnel requirements.

Must pass criminal background check free from sex offenses, family violence, crimes against children, assault, etc. and other offenses which demonstrate a tendency to escalate or that demonstrate an inability to set and maintain appropriate boundaries. Some special circumstances may be considered on a case-by-case basis with appropriate documentation.

#### **LOCATION:**

- Family Gateway North (FGN)
  - 19373 Preston Road, Dallas 75252
  - Hours of Operation: 24/7
  - Shift hours 11am-7pm

#### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Incumbent must be able to sit/stand and patrol the property for long periods of time.