

Job Description

Security Guard Expectations

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services that build self-sufficiency and promote personal responsibility.

Live Oak Apartments is not a homeless shelter; it is an apartment building with resident households that include seniors, veterans, families with children, and individuals experiencing serious health issues. The safety and security of our residents is of critical importance to the success of this project.

The Live Oak Apartments Security Staff are an integral part of the Live Oak team and their compassionate, professional, and effective work is essential. Thank you for being part of the team!

1. Comply with the Live Oak Code of Conduct (attached). The Code of Conduct describes expectations of behavior that are required for every resident and staff person working on the Live Oak project.
2. Primary Workstation: Security Staff are expected to maintain a regular presence in the Lobby. The primary workstation of the Security Staff should be in the Lobby.
3. Complete Shift Notes: Communication through shift notes are essential and required. Concerns about specific visitors, trespassers, or resident activities need to be documented at the end of each shift. Daytime Support Staff will follow up to resolve problems or issues with residents.
4. Visitors: Politely request that all visitors sign in upon arrival, and that all visitors enter and exit through the Lobby door only. Remind residents that they need to meet their visitors in the lobby and escort them to their units. (Exceptions may be made for regular, known caregivers and/or known family members.) Visitors must be checked in before 8 pm. Otherwise, they should be directed to return in the morning. (See Guest and Caregiver Policy, section 10).
5. Walking the Perimeter: Security Staff are expected to walk the perimeter of the property every 30 minutes to ensure that there are no trespassers present or unauthorized activity.
6. Territory of Responsibility: Security Staff are responsible to the Live Oak Apartments property only. Staff should report on activities occurring on neighboring property if those activities are related to residents or known guests.
7. Exterior Doors: Monitor and close any exterior doors that have been propped open.

8. Resident Support: In the event that a resident is upset, please remind them that daytime staff are available to assist with problem solving. If the client is in Crisis, please call 1-855-838-0404. Never enter an apartment under any circumstances, unless there is a medical emergency, or fire or water are present.

9. Interaction with Community Aide: Call the Community Aide by phone only when there is a situation where security's key does not work and there is a resident that needs to be let into their apartment. Do not call or knock on the Community Aide's door for any other reason.

10. Calls to Ukiah Police Department: The police should only be contacted for emergency situations or in the case of an observable violent crime in progress. Every single call to the police MUST be reported by 9:00 am by email to the following people: Rebecca Neilson (rneilson@rchdc.org) and Heather Criss (crissh@mendocinocounty.org.) There are NO exceptions to this reporting requirement and these reports MUST be completed by 9 am the following morning.

I have read and understand the role and expectations of security onsite at Live Oak Apartments.

Print Name

Date

Signature