



Martha's Vineyard Community Services, Inc.

Bilingual Room Monitor

Job Description

Summary:

Under the supervision of the Family Services Manager within the Supervised Visitation Center (SVC), this per diem position is responsible for observing and providing overall safety of the children and non-custodial (visiting) parent during supervised visitation in an objective and non-judgmental manner. The Bilingual Room Monitor must possess verbal and written fluency in English and another language, preferably Brazilian Portuguese. This position ensures that the visiting parent and children adhere to the requirements, expectations, and responsibilities during the visit, intervening when necessary, and completing the required Observation Reports in the relevant languages within the identified timeframe. The Bilingual Room Monitor is the sole staff present in the visitation room during supervised visitation with the immediate support of the Case Manager and Security. The goal of the SVC is to serve children and their families by providing a safe, secure, and neutral location for visitation which will support children in regaining and maintaining a sense of themselves during stressful times.

Job Responsibilities and Essential Functions (essential functions*):

- 1. Fulfills all job responsibilities and essential functions in English and other languages; preferably Brazilian Portuguese*.**
- 2. Serve as main contact for the Visiting Parent and Child during supervised visits*:**
 - a. Greets visiting parent with Case Manager and Security and maintains observation notes during security screening.
 - b. Greets children and custodial parent with Case Manager then enters visitation room with children for visit duration.
 - c. Observes on-site visits for the Supervised Visitation Center, assessing level of intervention needed if any, serving as an observer unless intervention for participants' safety is needed.
 - d. Intervenes during the course of the visit when necessary to ensure the emotional, psychological, and physical safety of the child and visiting parent.
 - e. Intervenes and redirects any/all inappropriate conversations/behaviors of visiting parent.
 - f. Intervenes and redirects any/all inappropriate conversations/behaviors of child.

3. **Complete necessary reporting and communications before, during, and after supervised visit*:**
 - a. Contacts the Case Manager when appropriate or when in need of support; for a medical emergency, if child requests a restroom break, the visiting parent and/or child do not respond to interventions and, if a visit should be considered for termination upon visiting parent or child request or for inappropriate conversations/behaviors and/or infractions of the requirements and expectations according to the SVC policies.
 - b. Completes hand-written objective observation reports for each scheduled visit and submits to the Case Manager within two business days.
 - c. Relays any concerns regarding visit to Case Manager before, during or after scheduled visit.
 - d. Relays any mandated reporting issues immediately to Case Manager.

4. **Participate in CONNECT Program meetings and complete relevant administrative tasks*:**
 - a. Completes and submits bi-weekly timesheets.
 - b. Assists to maintain order and cleanliness of SVC Visitation Room following supervised visits.
 - c. Communicates regularly with Family Services Manager regarding visitation scheduling and availability.
 - d. Attend SVC staff meetings on a quarterly basis.
 - e. Attend monthly CONNECT All Team Meeting, as available.

5. **Maintain relevant certification and participation in trainings and professional development*:**
 - a. Maintain valid certification in CPR and First Aid.
 - b. Participate in regularly scheduled supervision with the Family Services Manager.
 - c. Participate in training as required by CONNECT, the Supervised Visitation Network and funder Department of Public Health.
 - d. Participate in relevant trainings through the Supervised Visitation Network provided by the Family Services Manager.

Qualifications:

- Possess and actively practice strong boundaries, communication skills, compassion, empathy, patience, discretion, confidentiality, integrity and professionalism
- Demonstrates verbal and written proficiency in English and a second language; preferably Brazilian Portuguese
- Bachelor's Degree in Child Development, Social Work, Criminal Justice, or Communications and/or related fields or equivalent experience preferred
- Knowledge of client-related issues including, but not limited to, confidentiality, duty to warn, mandatory abuse/neglect reporting, child development and domestic violence.
- Commitment to providing families with access to safe and quality visitation services.
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
- Demonstrate a commitment to end domestic violence as a social problem and a general knowledge of the dynamics and causes of domestic violence; specifically the dynamics between an abusive partner and the victim parent and the abuser as a parent.
- Have reliable transportation.

- Arrive to work promptly and regularly.
- Concentrate and perform accurately.
- Legible and neat handwriting necessary.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or other wise to balance the workload.