

CITY OF KENT  
POSITION DESCRIPTION

Position Inventory Number: \_\_\_\_\_

Classification Specification: Supervised Visit Monitor

Salary Range: NR28

Position Description: Visitation Monitor

Incumbent: \_\_\_\_\_

Location: Planning - Parks, Recreation and Community Services Housing & Human Services Division



GENERAL PURPOSE:

Under the direction of the visitation center Program Supervisor, the visitation monitor will closely monitor visits between children and their non-custodial parent. The families utilizing the visitation center will have been impacted by domestic violence, sexual assault, child abuse, or stalking and the monitor will be required to have specific awareness of these issues and a solid understanding of the dynamics of power and control that accompany such behaviors.

Work is characterized by professional level duties associated with the daily general operation of the visitation and exchange program. Incumbent implements identified model practices, observes visits unobtrusively, intervenes and re-directs appropriately, and complies with agency reporting policies. Incumbent is regularly required to communicate with City officials, departments and staff, outside agencies and the general public regarding the Safe Haven program. Because of the nature of work, the incumbent may be required to deal with difficult and sometimes hostile individuals requiring the use of conflict management skills. Incumbent is required to maintain professional composure and tact, patience and courtesy at all times.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitor visits between children and non-custodial parents

Ensure client compliance with visitation center policies

Intervene and redirect visiting parent and child as appropriate

Support and promote a positive atmosphere and visiting experience for parents and their children

## Position Description: Safe Haven Visitation Monitor

Perform administrative duties related to monitoring of visits such as keeping observation notes as directed, updating client files, completing periodic summary reports, scheduling, etc.

Immediately report concerns and critical incidents to Program Supervisor and police as outlined in program policies.

Maintain confidentiality as outlined in visitation center policies

Conduct client intakes as requested

Regularly attend staff trainings and meetings

Ensure the needs of underserved and multicultural populations are incorporated into the operation and policies of the visitation and exchange center and inform director of concerns regarding this objective

Identify and address ongoing and emerging accessibility issues

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

### PERIPHERAL DUTIES:

Perform related duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES:

#### KNOWLEDGE OF:

- Dynamics of family violence, including domestic violence, sexual assault, child abuse and stalking
- Domestic violence issues including victim advocacy, power and control dynamics, and abuse tactics
- Child development, healthy parenting skills and techniques, and the impact of domestic violence on children
- Conflict resolution and de-escalation skills and techniques
- Functions and services of King County Superior Court Unified Family Court Division
- Protection order process in King County
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheets programs
- Record-keeping techniques
- Interagency relations, local community activities, and resources
- Correct usage of English grammar, spelling, punctuation and vocabulary

#### SKILLED IN:

- Direct service provision
- Preparation of observation reports
- Working confidentially with discretion
- Interpersonal skills using tact, patience and courtesy

Position Description: Safe Haven Visitation Monitor

- Organizing and expressing ideas effectively through the use of oral and written communications
- Read, interpret and apply policies, procedures, codes, rules and regulations
- Identifying areas for improvement in policies, procedures and other written materials
- Record-keeping methods
- Telephone techniques and etiquette

ABILITY TO:

- Recognize and respond quickly to potential threats to safety for staff, clients, and self using conflict resolution and de-escalation techniques
- Work effectively with ethnic minority communities and citizens from diverse backgrounds
- Work effectively with clients through the use of interpreters
- Use interpersonal skills with tact, patience, and courtesy
- Maintain professional demeanor and neutrality with regard to client circumstances
- Recognize and address emerging accessibility issues
- Think critically and recommend program changes as necessary to achieve desired outcomes
- Analyze situations accurately and adopt an effective course of action
- Make written communication clear and factually complete demonstrating comprehensive research. Communicate complex, technical issues into common every day terms for citizens when necessary.
- Read, interpret and apply policies, procedures, codes, rules and regulations
- Establish and maintain effective working relationships with City Officials, City Commissions and committees, agencies, City employees and the general public
- Work effectively with multiple priorities and time constraints
- Work confidentially with discretion
- Plan and organize work
- Maintain records and prepare reports
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Social Work, Counseling, Human/Child Development or related field; and

Experience: Three (3) years direct service experience in human service, domestic violence, batterer's intervention, visitation supervision, or related area;

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State driver's license
- Must be able to successfully pass the City's pre-employment driver's records check

Position Description: Safe Haven Visitation Monitor

- Valid First Aid/CPR certification, or ability to obtain within six months of employment
- Subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832
- Bilingual background desired, but not necessary.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including but not limited to personal computers, telephone, fax and copy machine, calculator, and projector.

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed primarily in an office environment, subject to driving to a variety of sites to inspect, observe, and attend programs and activities. When performing work in the office, the employee is subject to frequent interruptions by walk-in citizens, employees, telephone calls and inter-office activities. Incumbent may also be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate. May be required to work evenings and weekends as needed.

