

## **POSITION ANNOUNCEMENT**

**POSITION TITLE:** EM Operations Monitor 1

**SCHEDULE:** M-F, 8:30a-4:30p (Rotating Saturdays)

**CLASSIFICATION:** Full-Time/Hourly

**LOCATION:** Cleveland, Ohio (OHHC)

**RESPONSIBILITIES:** Responsible for the direct supervision of clients in the program via internet based monitoring servers. Responsible for performing installation and maintenance on all electronic monitoring (EM) equipment types.

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### **Essential functions of this job include, but are not limited to:**

Effectively implements Agency and program policies and procedures.

Secures facility keys in designated area at all times.

Reads, initials, and dates all shift reports since last shift within the first 60 minutes of the shift.

Reads, initials, and dates all staff meeting minutes, if not in attendance for actual meeting.

Checks all perimeter doors at the end of each work shift to ensure they are locked and alarms are armed. Records results of check on shift report each shift.

Documents unusual activity, vandalism, maintenance issues, injuries, and medical concerns as needed. Notifies appropriate supervisor as necessary.

Effectively communicates emergency situations in a timely manner to Program Manager, Program Administrator, Program Facilitator, or designee as required.

Effectively communicates emergency situations in a timely manner to co-workers and a facility supervisor as required. Completes required documentation in an accurate and timely manner.

Notifies a facility supervisor immediately when law enforcement and/or fire department/EMS personnel are called to the facility.

Notifies a facility supervisor when law enforcement agencies call the facility requesting client information.

Maintains accurate and timely whereabouts of all clients assigned to the program. Calls clients to verify whereabouts. Notifies appropriate facilities and outside agencies of any unauthorized client activities.

Accurately enters clients' schedules into monitoring computers as needed in a timely manner.

Communicates pertinent client information via email system at various times during work shift and/or as needed.

Organizes and prepares client intake packets.

Completes scheduled activities to include: intakes and installation of equipment, alco-sensor tests, urine drug screens, fire drills, and emergency procedures in accordance with established policies and procedures.

Performs intake procedures accurately and in a timely manner to include: showing video, explaining rules, reviewing background information, ensuring releases of information are signed, and answering clients' questions.

Verifies installation process through the monitoring system. Ensures that all new intakes are being properly monitored at the end of each shift.

Completes accurate data entry including, but not limited to: clients' logs, alerts, incident reports, alco-sensor results, urine drug screens, and shift reports.

Records pertinent data regarding client and assigned equipment. Enters accurate data into the monitoring system including, but not limited to: client information, work schedules and in-home alcohol testing schedules.

Issues accurate receipts for the deposit of client fees. Immediately secures money in the facility safe to prevent its loss.

Follows up with EM Program Manager regarding corrections of any errors found in the client database in a timely manner.

Answers telephones in the absence of the receptionist. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Effectively communicates pertinent information at shift change to coworkers and/or program management staff.

Maintains confidentiality of client files and individual client logs.

Opens and maintains productive communication with clients while maintaining a professional relationship with clients.

Intervenes as necessary to protect clients from injuring other clients and/or themselves.

Interacts professionally with staff, visitors, the public, and clients.

Remains at his/her post until relieved by another employee. If required to work additional hours, notifies appropriate supervisor to secure approval.

Assists in obtaining shift coverage if taking time off.

Completes accurate investigations of clients' whereabouts by contacting local hospitals and jails. Documents all findings in ORION and monitoring system in an accurate and timely manner.

Receives and cleans returned equipment from clients. Fills out appropriate paperwork, deletes returned equipment from the assigned client in the monitoring system, and logs deletion of equipment in ORION.

Performs an accurate weekly inventory of equipment needed for hook ups. Communicates this information in a timely and accurate manner to the Sentinel staff person.

Is familiar with all EM/AM monitoring equipment including, but not limited to: Radio Frequency (RF), cellular, Global Positioning System (GPS), Remote Breath Alcohol Monitoring and Secure Continuous Remote Alcohol Monitor (SCRAM) equipment, and the Visual Case Management Application.

Troubleshoots any equipment problems as needed. Performs service calls to check on equipment status/working condition as requested by caseworker, Lead Operations Monitor, Lead EM Tech I or II, and/or the Program Manager, and/or if the equipment is not properly installed.

Collects urine drug screens and administers alco-sensor tests in accordance with Agency policies and procedures. Enters them into ORION in an accurate and timely manner in accordance with Agency policies and procedures.

Completes filing as needed in an accurate and timely manner.

Fills in at other facilities as needed and/or directed by supervisor(s).

Assists with the implementation of program policies and procedures.

Devises effective, direct routes to accomplish hook ups to be completed outside of the facility on an as needed basis.

Obeys traffic laws. Accurately records mileage and submits Local Mileage Reimbursement form to supervisor for approval.

Assists the inventory control employee with the packaging of equipment to be returned.

Assists with and accurately documents job checks by phone as needed.

Asks for appropriate identification and ensures outside visitors, guests, law enforcement, etc., sign the appropriate sign in sheet. Pats down and searches individuals as necessary.

Keeps staff areas clean and free of clutter. Monitors and maintains appropriate needed supplies and forms.

Remains awake and alert while on duty at all times to ensure responsiveness to staff, clients, and/or facility needs.

Acts as an advocate for assigned clients.

Prepares and maintains a confidential, organized, accurate, and updated case file for each assigned client.

Reviews all available referral information and requirements, including previous ORION information, prior to the initial meeting with the client.

Reviews initial intake packet and background information prior to the initial meeting with the client.

Meets with clients regularly and in accordance with program policies and procedures. Accurately documents pertinent information from the meeting in an accurate and timely manner.

Reports clients' progress and makes recommendations to the appropriate referral source. Completes monthly progress reports on all clients in accordance with program guidelines and forwards them to the appropriate referral sources in an accurate and timely manner.

Implements and monitors clients' compliance with program rules including, but not limited to: alcohol/substance abuse, paying program fees, and/or monitoring schedule.

Records all logs, initial meetings, weekly meetings, and discharge logs in ORION in an accurate and timely manner.

Coordinates and monitors clients' scheduled activities and enters them into the monitoring system in an accurate and timely manner. Updates schedule changes as needed in an accurate and timely manner.

Participates in team meetings with program staff and supervisor to discuss case reviews and clients' disciplinary issues. Obtains assistance with establishing goals and plans of action for clients.

Effectively acts as a representative of the program and the Agency at court and community proceedings.

Manages time and work demands appropriately. Meets deadlines established by the program management staff.

Assists with the retrieval of all Electronic Monitoring equipment in a safe and effective manner.

Closes files, completes accurate and timely discharge summaries, and completes accurate progress reports in a timely manner.

Completes appropriate release of information forms prior to making a client referral.

Acts as an effective liaison between clients and referral sources. Maintains an open and productive channel of effective communication.

Opens and maintains productive communication while maintaining a professional relationship with clients.

Reads logs and facility shift reports on a daily basis to monitor the activity of his/her caseload.

Enters action taken follow-ups on incident reports and closes report.

Stays informed of current available community resources.

Notifies referral sources and service providers of any positive drug/alcohol test results and any out of the ordinary circumstances to include tampering with equipment or any other program rule violations in an accurate and timely manner.

Monitors, collects, and verifies client per diems, court costs, fines, restitution, etc.

Addresses all privilege/disciplinary issues with clients.

Monitors clients' employment and weekly schedules. Verifies new employment as needed.

Prepares and maintains accurate records, documents, and outside correspondence in accordance with Agency requirements.

Recognizes crisis situations and takes appropriate and immediate action; documents them appropriately and informs supervisor of status of situation in an accurate and timely manner.

Completes necessary release forms upon clients' release from the program in an accurate and timely manner.

Completes file closing procedures in an accurate and timely manner. Submits closed files to Program Administrator or designee for review and approval.

Appears for court hearings, probation violation hearings, etc., as required.

Continues professional training and stays current in professional developments.

Types and maintains correspondence, reports, and other documents as necessary.

Enters data accurately from various forms into the client database and SCRAMnet database and or EM monitoring site and follows up with corrections of any found errors in a timely manner.

Assists with the maintenance of client records/files in organized manner.

Prepares and distributes necessary reports for case management in an accurate and timely manner.

Assists case management and program management staff in preparation for program audits.

Assists program management with special projects.

Conducts installation of SCRAM equipment and accurately completes all intake paperwork when needed. Travels to outside counties as needed.

Acts as a liaison between EM staff and clients regarding all pertinent information needed to accurately completes maintenance repairs, downloads, or other equipment needs.

Conducts data entry in the SCRAMnet database in a timely manner and ensures all information is accurate and up to date.

Assists Program Operations Supervisor, Lead Operations Monitor, Lead Electronic Monitoring Technician, and Inventory control employee with inventory tracking and equipment maintenance as needed. Accurately documents and tracks all equipment being returned to vendor and packages it for return.

### **Electronic Monitoring Operations Monitor 1 (EM OPS 1)**

Meets New Staff Tier requirements for EM Operations Monitor before taking exam

- Completes 30-day EM Operations Monitor training packet and Overview of EM Program
- Installs RF, GPS, SCRAM, and Remote Breath equipment
- Conducts intake process for RF, GPS, SCRAM, Remote Breath, and VCMA
- Enters referrals into ORION and activates placements (applies to NCO/SEO)
- Collects client Alco, UDS, and payments
- Completes client release process
  - Completes Equipment Return Form, Missing Equipment Form, Release Reports, and System Deletion
  - Gives client program exit evaluation form

- Completes CPR and First Aid training
- Completes AMS CAM Introductory online training
- Proficiently resolves equipment issues and client compliance
  - Follows proper client protocols
  - Appends and closes ORION and SCRAMnet violation reports
  - Notifies appropriate referral sources and OHI staff
- Meets Tier 2 requirements prior to applying for EM Tech 2
  - Has at least one year experience as EM Operations Monitor
  - Passes written exam regarding basic knowledge of equipment and computer systems (85% or higher)

### **EM Operations Monitor 2 (EM OPS 2)**

Has no major (written or above) discipline issues within six month period to be reviewed

Meets Tier 2 requirements for EM Operations Monitor before taking exam

- Trains with LOM on GPS Tracking (Pursuit Mode) and STOPS reports
- Completes AMS CAM, HA, and RB Level 1 training online
- Attends Motivational Interviewing training (MI)\*
  - Achieves a minimum of 2.5 rating in MI
  - Maintains compliance with EM Operations Monitor 1 requirements related to equipment installation, intakes, client alerts and reporting violations to referral sources

Meets Tier 2 requirements prior to applying for EM Operations Monitor 3

- Has at least one year experience as EM Operations Monitor 2
- Passes written exam regarding advanced knowledge of equipment and computer systems (85% or higher)

Obtains 40 hours of training yearly (24 hours must be EBP)

Maintains CPR/First Aid training

\*MI requirements go into effect July 2019

### **EM Operations Monitor 3 (EM OPS 3)**

Has no major (written or above) discipline issues within 6 month period to be reviewed

Meets Tier 3 requirements for EM Operations Monitor

- Trains with LOM on Point Pattern Analysis
- Completes SCRAM Level 2 training
- Completes OHI Court Testifying training
- Attends Court with OHI staff member
- Completes Remote Breath Calibration training
- Maintains Motivational Interviewing (MI)\* rating of 2.5

- Maintains compliance with EM Tech Operations Monitor requirements related to equipment installation, intakes, client alerts and reporting violations to referral sources
- Obtains 40 hours of training yearly (24 hours must be EBP)
- Assists LOM in training new EM Operations Monitor

\*MI requirements go into effect July 2019

## **COMMUNICATION AND INTERPERSONAL SKILLS**

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL/escaped clients, and unknown whereabouts). Communicates pertinent client information via email system at various times during work shift and/or as needed in an accurate and timely manner.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

## **MODELING SKILLS**

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.



## **KNOWLEDGE**

Facilitates groups as assigned or directed.

Assists clients in role playing difficult situations to achieve a more positive result.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of social learning.

## **OTHER**

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

Attends staff meetings and required training sessions. Obtains required training hours.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week which may include weekends (designated full-time EM Compliance Monitors).

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## **STRENGTH RATING/**

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

## **WORK**

**ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside

weather conditions. The noise level in the work environment is usually moderate.

**QUALIFICATIONS:** High School diploma or equivalent required. Associate's Degree in human services field preferred. Relevant job experience may be substituted for preferred college degree. An aptitude with current technology preferred. Must possess a valid Ohio driver's license, reliable transportation, and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must possess exceptional clerical, office, organizational, and prioritizations skills. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

**STARTING RATE:** \$13.50 per hour

**CONTACT:** Jacqueline Ramolt, Recruitment Coordinator

**Employees of Oriana, House, Inc.,** should email a letter of interest to [JacquelineNRamolt@orianahouse.org](mailto:JacquelineNRamolt@orianahouse.org). Please refer to the Operations Manual (Recruitment Procedures and Position Announcements, 3003) regarding the complete requirements for letters of interest. Please be aware, if the employee does not meet the requirements, a supervisor may choose not to interview him/her.

**Outside Applicants can:**

1. E-mail a resume to [JacquelineNRamolt@orianahouse.org](mailto:JacquelineNRamolt@orianahouse.org)  
OR
2. Fax a resume to: (216) 999-7492, attention Human Resources Department;

**DEADLINE:** **Friday, August 7<sup>th</sup>, 2020, 5:00pm**

*Oriana House Recruiters may reach out to applicants via text messaging*

*Oriana House Inc., is an Equal Employment Opportunity Employer (including veterans, disabled, and other protected categories) and a Drug-free Workplace.*