



JOB DESCRIPTION

PRIMAVERA

151 W. 40TH STREET
TUCSON, AZ 85713

JOB TITLE: Resource Specialist, Men's Shelter
REPORTS TO: Program Manager, Men's Shelter
HOURS: Full time, varied to meet the needs of the business, including evenings and rotating weekends
FLSA STATUS: Non-Exempt
REVISED BY: Angie Sytsma Lee
DATE: November 2, 2011

PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit agency that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. The Primavera Men's Shelter provides up to five nights of emergency shelter to approximately 100 men on a nightly basis, and up to 90 nights of shelter for men who are participating in employment programs. Services provided to participants include meals, showers, hygiene products, some clothing, and case management. The Resource Specialist works one-on-one with program participants in the areas of assessment, goal setting, resource referrals, and monitoring of progress, while ensuring accurate and timely processes of data collection, documentation, and creation/maintenance of case files. The Resource Specialist's ultimate objective is to assist/enable participants in obtaining self-sufficiency, via more permanent housing and income from either employment or mainstream benefits. The successful candidate will be proactive, conscientious, socially-confident, persuasive, detail-oriented, and outcomes-driven.

DUTIES AND RESPONSIBILITIES (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by leadership):

- Assess needs of entering Shelter participants, making appropriate referrals in a timely manner.
- Refer work-ready program participants to the Primavera WORKS program.
- Provide crisis intervention and referrals for program participants with physical or mental health concerns, substance abuse problems, or other special needs.
- Work with case managed shelter participants to develop individual service plans and budgets, monitoring progress on a regular basis, encouraging creative problem-solving and positive, productive paths to self-sufficiency.
- Assist men with application processes for mainstream benefits, preferably on line.
- Work with medical professionals to ensure proper documentation of disabilities for social security benefits.
- Maintain case files on Shelter program participants, including detailed progress notes, keeping information accurate, timely, and confidential.
- Enter data into HMIS/Service Point as required by funders and per Primavera Foundation policy.
- Complete the Self Sufficiency Matrix upon entry and exit for all participants on caseload.

- Develop and utilize a network of social service providers offering programs appropriate for Shelter program participants.
- Monitor Shelter program participants not in the Primavera WORKS program regarding their use of the Shelter day program, lodging extensions, and other related matters.
- Compile statistical data and prepare reports as requested.
- Follow all policies/procedures; adhere to any contractual agreements applicable to case management program
- Attend meetings as required including but not limited to those for shelter staff, case managers, and all staff.
- Monitor and assist Residential Team Leads in the absence of the Program Manager
- Adhere to and demonstrate Primavera’s guiding principles of integrity, respect, accountability, compassion, and leadership.
- Other duties as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of homeless services and issues.
- Empathy, persuasiveness, and proactive drive to see others succeed.
- High structure and detail-orientation, balanced with drive to accomplish timely results and ability to adapt to change.
- Ability to work effectively with diverse populations of participants, staff, volunteers, and local agencies.
- Knowledge of case management and documentation.
- Computer literacy (Microsoft Office products, Windows, Email, and Internet).

MINIMUM QUALIFICATIONS

- Two years of experience working with low-income/ homeless people.
- One year of experience as a case manager/resource specialist.
- Bachelor’s degree in a human services related area, or an equivalent combination of related experience, education, and training which would satisfy the above.
- One year of experience entering client data into a database.
- First Aid and CPR certification – or ability to obtain both.
- Ability to work evenings and rotating weekends.
- Knowledge of motivational interviewing.
- Reliable transportation in order to attend off site meetings and facilitate presence for varied shift hours.

PREFERRED QUALIFICATIONS

- Six months of supervisory experience
- Bilingual (English/Spanish)

PHYSICAL ENVIRONMENT/CONDITIONS

- Residential, multiple-bed shelter environment indoors, with internal office, common eating and sleeping areas, moderate noise levels, and requiring outdoor surveying of property in desert climate.
- Ability to work at desk work station and throughout common areas, standing, bending, stooping, and ability to lift and carry up to 30 pounds.

- If driving a Primavera vehicle, must possess a valid Arizona driver's license and submit proof of a clean driving record.

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

To apply for this position, please submit a cover letter and resume to jobs@primavera.org.