



**PRIMAVERA
FOUNDATION**

PRIMAVERA FOUNDATION // PROVIDING PATHWAYS OUT OF POVERTY

JOB POSTING

151 W. 40th Street
Tucson, AZ 85713

Job Title: Resource Specialist, Homelessness Intervention and Prevention Program (HIP)

Reports To: Program Manager, Homelessness Intervention and Prevention

Hours: 40 hours per week

FLSA Status: Non-Exempt

PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit community development organization that has been providing pathways out of poverty and strengthening the Tucson community since 1983 through a variety of programs and services. The Homelessness Intervention and Prevention Program (HIP) offers a range of services to people experiencing or at risk of homelessness and other low-income individuals and families to assist in addressing basic needs and identifying and accessing resources.

The Resource Specialist is primarily responsible for providing case management in the HIP Drop-in Center, but also assists with overall program workflow and team coordination to insure quality service to participants. The Resource Specialist also develops individualized plans and provides resources and referrals to assist participants to become more self-sufficient.

The successful candidate will be a culturally-sensitive social services professional who has a positive influence on others, able to maintain calm demeanor, thrives on successfully facilitating processes, works at a faster-than-average pace, is extremely disciplined, detail-oriented, and results-oriented, sets high standards for self and others, and demonstrates top-notch planning and coaching skills.

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

- Provide prevention and intervention services, information and referrals, and conduct appropriate follow-up assistance with participants.
- Interview participants and assess their needs, and when appropriate create individual service plans for participants, monitoring progress and making additional referrals and adjustments as necessary to ensure successful outcomes.
- Establish contacts with other organizations in the community to facilitate referrals and /or partnership services onsite.
- Work with other Primavera staff and community agency partners in planning and advocating for participant needs.
- Connect participants with community resources including but not limited to obtaining identification and other documents, referring to rental and utility assistance, and applying for relevant benefits.
- Provide support with emergency food supplies and food box distribution.
- Work productively with and provide support to HIP staff and volunteers and to Resource Center staff when drop-in is closed.
- Work with the HIP Program Manager to ensure program compliance.
- Enter information into ServicePoint/HMIS and other required data bases.
- Establish and maintain confidential files, keep database entries current and ensure accuracy of data according to Primavera requirements.

- Attend staff meetings and trainings as required.
- Enforce Primavera policies and procedures, including program rules and boundaries guidelines.
- Ensure compliance with safety and health regulations and implement public health and safety guidelines related to COVID-19 in all practices.
- Demonstrate knowledge of and support for all Primavera programs when interacting with participants, volunteers and the general public.
- Demonstrate adherence to Primavera's guiding principles of integrity, respect, accountability, compassion, and leadership.
- Other duties as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES

- Extensive knowledge of issues and community services for low income individuals and families experiencing homelessness, including but not limited to housing issues and options, mainstream benefits, and employment programs.
- Strong de-escalation techniques and relationship building.
- Strong interviewing and assessment skills, including the ability to interact one on one with people with sometimes challenging issues.
- Ability to work effectively, compassionately, collaboratively, and efficiently with program participants, the public, staff, and volunteers.
- Excellent verbal and written communication skills.
- Computer proficiency that includes database programs.
- Ability to perform duties successfully with minimal supervision.
- Excellent organizational and time management skills.

MINIMUM QUALIFICATIONS

- Bachelor's degree in social work or related field.
- Minimum of one year case management experience working with low income individuals and families.
(NOTE: A blend of relevant experience and education may be considered in lieu of degree.)
- Proficiency with basic computer systems and software, including Microsoft office products and databases.
- Level 1 fingerprint clearance card or ability to obtain.
- First Aid/CPR certification or ability to obtain.
- Must have reliable transportation with current registration, a valid driver's license, a clean driving record, current registration, and proof of insurance coverage to attend off site meetings and travel between buildings.

PREFERRED QUALIFICATIONS

- Bilingual (English/Spanish).
- Experience working in a drop in center providing service to people experiencing homelessness.
- Experience and demonstrated proficiency with web-based database program(s).
- At least one year experience providing direct behavioral health services and/or services with people who have experienced trauma

PHYSICAL ENVIRONMENT/CONDITIONS

- Ability to work in a busy environment with moderate noise level.
- Ability to meet with participants in an office setting and facilitate deskwork processes on full workday basis.

- Visual acuity to discern data and information, and hand dexterity to enter information into computer systems.

(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, gender identity, sexual orientation, national origin, ethnicity, age, pregnancy, mental or physical challenging condition, marital/family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic(s) in accordance with applicable federal, state, and local laws.

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