**Job Title:** Program Assistant, Homelessness Intervention and Prevention (HIP)

**Reports To:** Program Manager, Homelessness Intervention and Prevention (HIP)

**Hours:** 32 hours per week, which must include Mondays, Wednesdays, Thursdays, and Fridays from 8:30 am to 1:00 pm

**FLSA Status:** Non-exempt

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**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. Primavera’s Homelessness Intervention and Prevention (HIP) program provides a daytime drop-in center for people experiencing homelessness and low-income individuals and families in our community who are seeking direct assistance, supportive services and referrals. The program is designed to address emergency needs and provide assistance in meeting long-range needs, and is located at 811 S. 6th Avenue in Tucson.

The Program Assistant plays a vital role in the HIP program area, assisting in all administrative functions of the program to ensure that day-to-day functions run efficiently, providing direct assistance to participants, and maintaining a presence to ensure a calm and productive environment. It is essential that the Program Assistant be a courteous, personable individual who will act ethically and professionally at all times.

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

- Perform any tasks required at the reception desk, including signing in participants, responding to inquiries, distributing U.S. mail, answering the telephone, and taking phone messages.
- Access and triage needs of participants requesting resource specialist services.
- Complete intake paperwork with new participants.
- Assist with assessing needs of participants entering program, making appropriate referrals in a timely manner.
- Contribute to and utilize a network of social service providers offering services appropriate for program participants.
- Assist participants with obtaining identification.
- Assist participants with Rental and Utility Assistance.
- Enter data into HMIS/Service Point as required by funders and per Primavera Foundation policy.
- Provide support with emergency food supplies, including food box distribution, maintenance of food supplies, and performing monthly food inventories.
- Work productively with and provide support to HIP staff and volunteers.
- Stock front desk supplies and frequently used forms and flyers for clients (food sites, pantry locations) at the end of each shift.
• Maintain the confidentiality of staff and participants.
• Engage with participants utilizing motivational interviewing techniques while maintaining professional boundaries.
• Process and file all incoming U.S. Mail.
• Perform other tasks as assigned by leadership.
• Maintain a presence inside and outside the HIP area to ensure that program participants honor agency behavior guidelines and that a safe, peaceful environment is maintained.
• Provide staff support by intervening with participants when confrontational situations arise, assisting in de-escalating agitated participants.
• Attend team and all staff meetings and other training sessions as requested.
• Adhere to and demonstrate Primavera’s Guiding Principles of integrity, respect, accountability, compassion, and leadership.

KNOWLEDGE, SKILLS, AND ABILITIES

• Non-violent de-escalation training certification, or willingness to obtain as provided by Primavera.
• Excellent verbal communication and people skills.
• Exceptional skills in conflict resolution.
• Ability to work in a professional and respectful manner with people of diverse backgrounds who may present in challenging ways.
• Self-motivated with good organizational skills.
• Proficiency with basic computer skills and office software including Microsoft Office Outlook and Word programs.
• CPR and First Aid certification training or ability to obtain them.
• Level one fingerprint clearance card or the ability to obtain one.
• Adherence to personal protection and sanitizing protocols instituted in response to the COVID-19 crisis as applicable for shelter and outreach settings.
• Experience appropriate to perform the duties and responsibilities of the position.

MINIMUM QUALIFICATIONS

• High school diploma or equivalent
• One year experience working with the public or in customer service
• Must have reliable transportation, a current valid driver’s license, registration, and proof of insurance coverage, and a clean driving record.

PREFERRED QUALIFICATIONS

• Hands-on experience with database program(s)
• Bilingual (English/Spanish)
• Experience working in a behavioral health setting

PHYSICAL ENVIRONMENT/CONDITIONS

• Ability to stand and maneuver for daily shifts, both indoors and outdoors in desert climate
• Ability to work in a busy environment with moderate noise
• Visual acuity to discern data and information and hand dexterity to enter information into computer systems
• Ability to bend, stoop, crouch, and to lift up to 40 lbs.
(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, age, pregnancy, mental or physical challenging condition, marital or family 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 by email to jobs@primavera.org,