 

**Position Description**

**Drop-in Service Center Support Staff (part-time)**

**Organization Overview:**

Prevention Point Philadelphia (PPP) is a multi-service public health organization dedicated to protecting the health and welfare of the homeless, drug users, sex workers, and the uninsured. PPP meets people where they are, providing information and access to resources with dignity and respect. Using a harm reduction approach, PPP offers low threshold, culturally sensitive, non-judgmental services to address the health and social service needs of people in Philadelphia. PPP promotes harm reduction throughout its services including mobile and in-building medical care, street outreach, an all year respite called Point of Refuge, HIV/HCV testing and linkage to care, an HIV medical clinic, a drug treatment program entitled Stabilization, Treatment and Engagement Program (STEP), legal services, overdose prevention trainings and kit distribution, safer sex materials and education, sterile syringe exchange and education, referrals to social services, and comprehensive prevention case management services and more.

**Drop-in Service Center Support Staff Position Overview:**

PPP operates the Harm Reduction Services Center (HRSC aka “The Drop-In Center”) for 150-300 participants daily. Every day participants are provided with a safe space to get off the streets for a few hours. There they also sign up for services, receive referrals for housing, food, clothing and shelter, showers, and other supportive services. Overall services signed up for in the drop-in center include (day-to-day services are subject to change) case management, HIV/HCV testing, linkage and treatment, arts and health workshops, trainings, surveys, free doctors, legal clinic, drug treatment referrals, meal service, mail service and more! The goal of the drop-in center is to educate the individual, be a gateway to services and assist individuals with accessing necessary resources in a non-judgmental way.

Drop-in service support staff are responsible for creating and maintaining a clean, safe, and comfortable environment for participants. Staff are expected to build trusting relationships with guests and assist them in services/resources they are trying to access from coffee and bathrooms to drug treatment.

**Duties and Responsibilities:**

* Must be able to engage, interact, and work toward fostering positive relationships with drop-in center guests.
* Possess the ability to make quick and sound decisions within the drop-in center environment.
* Assist Drop-In Lead and Drop-In Coordinator in informing guests about and connecting guests to necessary social services and community resources
* Assist with emergency situations as needed. Be trained and willing to administer Narcan in the event of an opiate overdose.
* Maintain the safety and security of drop-in center guests, co-workers, volunteers, equipment, and building. Regularly monitor the location and activity of all guests.
* Enforce all program policies and procedures.
* Assist in meal preparation and service.
* Assist with kitchen, bathroom, and common area clean-up as needed.
* Maintain accurate and timely logs for each shift.
* Other duties as assigned by supervisor.
* Engage in bi-weekly supervision with Drop-In Coordinator.

**Minimum Qualifications and Preferred Skills:**

* Knowledge of and experience working with persons experiencing homelessness, substance use, and mental health issues.
* Dedication to assisting others while fostering their self-esteem and dignity.
* Commitment to a harm reduction philosophy including meeting people where they are and creating a safe, non-judgmental environment.
* Bi-lingual/Spanish speaking preferred
* Willing to familiarize self with and implement crisis de-escalation, overdose reversal, and mental health emergency protocols.

**How to apply:**

Please send resume and cover letter to [kerri@ppponline.org](mailto:kerri@ppponline.org) with Drop-in Service Center Support Staff as the subject line.

No calls will be taken for this position.