



Position Title: Program Navigation Intern

Reporting To: Syringe Service Program Manager

Department: Prevention Services

Status: Intern

Navigators supports participants at the Harm Reduction Services Center (HRSC) by providing harm reduction services, resource navigation, and a safe, welcoming environment. They assist individuals in accessing safer use supplies, anonymous syringe exchange, overdose prevention counseling, wound care, and referrals to healthcare and social services, ensuring participants have the tools and knowledge needed to reduce harm and improve well-being.

In addition to harm reduction, Navigators help participants navigate housing, food, clothing, showers, case management, HIV/HCV testing and treatment, legal clinics, drug treatment referrals, and other essential services while fostering trusting relationships and maintaining a clean, safe, and organized space. They specialize in linking participants to vaccines, PrEP, the Viral Hepatitis C Clinic, MOUD treatment, and Case Management, while also assisting with supply maintenance, volunteers, site setup, inventory, and data collection. By integrating harm reduction with broader social and healthcare support, Navigators play a critical role in guiding participants toward resources that address both immediate needs and long-term stability in a non-judgmental and supportive manner.

-
- Provide a welcoming environment and engage participants to assess their needs.
 - Offer harm reduction services, including safer use supplies, syringe exchange, overdose prevention counseling, and wound care.
 - Connect participants with housing, food, clothing, showers, case management, medical care, drug treatment, and legal services.
 - Support clients with paperwork, referrals, and resource navigation.
 - Assist with emergency situations and enforce program policies.
 - Maintain a clean and organized space, including restrooms and common areas.
 - Complete required data collection and maintain updated program knowledge.
 - Support volunteer orientation and training.
 - Communicate with staff via Teams, email, walkie-talkie, and in-person discussions.
 - Participate in team meetings, agency-wide training, and administrative tasks.
 - Perform other duties as assigned.