



**PRIMAVERA
FOUNDATION**

PRIMAVERA FOUNDATION // PROVIDING PATHWAYS OUT OF POVERTY

JOB DESCRIPTION

151 W. 40th Street
Tucson, AZ 85713

Job Title:	Security and Program Aide
Reports To:	Program Manager, Homeless Intervention and Prevention (HIP)
Hours:	Part time, 20 hours per week To include Mondays, Wednesdays, Thursdays, and Fridays from 8:30 am to 1:00 pm
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. Primavera's Homeless 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 supportive services and referrals. The program is designed to address emergency needs and provide assistance in meeting long-range needs, and is located at 702 S. 6th Avenue at 17th Street.

The Security and Program Aide plays a vital role in the HIP program area, actively ensuring a calm, safe, and productive environment and assisting in program functions and flow for efficient day-to-day operations. It is essential that the Security and Program Aide 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):

- Provide an active presence inside and outside the HIP area to ensure that program participants honor agency behavior guidelines and that a safe, respectful, peaceful environment is maintained.
- Provide staff support by intervening with participants when confrontational situations arise, assisting in de-escalating agitated participants utilizing non-violent de-escalation skills.
- Engage with participants utilizing motivational interviewing techniques while maintaining professional boundaries.
- Perform any tasks required at the reception desk, including signing in participants, responding to inquiries, distributing U.S. mail and supplies, answering the telephone, and taking phone messages.
- Provide support with emergency food and participant supplies, including food box distribution; assist in maintenance of stock of food and personal supplies.
- Open drop-in center daily and lock up at the end of the morning.
- Maintain cleanliness and organization of office program indoor areas, outside the building, and on the block.
- Stock front desk supplies and frequently used forms and flyers for participants at the end of each shift.
- Enter data into HMIS/Service Point as required by funders and per Primavera Foundation policy.
- Work productively with and provide support to HIP staff and volunteers, including task cross-training.
- Maintain the confidentiality of staff, participants, and volunteers.
- Attend agency and team staff meetings and other training sessions as requested.
- Adhere to and demonstrate Primavera's Guiding Principles of integrity, respect, accountability, compassion, and leadership.
- Perform other tasks as assigned by 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.
- Experience appropriate to perform the duties and responsibilities of the position.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Two years experience working with the public or in customer service
- Ability to meet above knowledge, skills, and abilities

PREFERRED QUALIFICATIONS

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

PHYSICAL ENVIRONMENT/CONDITIONS

- Ability to stand and maneuver for 5 hour 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,