



Safety/Engagement Specialist Access Center

OPCC and Lamp Community are now one.

SUMMARY

The Safety/Engagement Specialist is responsible for engaging and welcoming clients and ensuring their safety by helping them to understand the program components and benefits.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Engage clients into the case management process by effectively building trust and credibility
2. Provide referrals to emergency shelters
3. Provide linkage to mental health services via referrals and/or onsite clinicians
4. Provide transportation, directions, and transportation assistance, as requested
5. Provide linkage for clients to Venice Family Clinic (VFC) for medical care
6. Work directly with the police by receiving referrals for clients in need of Access Center services
7. Enroll clients for Access Center services, collect demographic data, and issue scan cards
8. Assist staff in maintaining order and a smooth flow of services throughout the day
9. Monitor and oversee the client waiting area, courtyard, bathrooms, and showers to ensure compliance with program policies and procedures
10. Monitor and oversee delivery of donations
11. Provide crisis intervention using non-violent crisis intervention techniques
12. Provide accurate information regarding Access Center & SHWASHLOCK services and service hours
13. Assist with daily operation of facility as needed, including general cleaning duties

QUALIFICATIONS

1. High school diploma or GED
2. Minimum of one year's experience in responsible security position
3. Able to demonstrate effective customer service skills and the ability to handle difficult situations
4. Able to act in a professional manner regardless of circumstances
5. Commitment to improving the community through empowerment and dignity
6. Experience using non-violent crisis intervention techniques
7. Familiarity with issues faced by population served
8. Able to self-motivate and to appropriately organize and motivate others
9. Computer literate; able to use computerized database system for information management

OPCC and Lamp Community have many service locations in downtown LA and Santa Monica, and we offer a competitive salary and excellent benefits. We conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation,

gender identity, or national origin, age, disability status, Genetic Information & Testing, Family & Medical Leave, protected veteran status, or any other characteristic protected by law. We prohibit Retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

Apply with salary expectations, cover letter, and resume via email

jobs@lampcommunity.org

OR

Mail:

OPCC/ Lamp Community Human Resources

526 San Pedro ST

Los Angeles, CA 90013

OR

Fax:

323-940-4759