



Position: Emergency Services Specialist (Part Time, 20-28 hrs/wk)
Department: Access Center

OPCC and Lamp Community are now one-

Summary

The Emergency Services Specialist will introduce clients to the case management process and provide linkage to mental health and recovery services that will assist them in maintaining improved physical and mental health.

Essential Duties and Responsibilities

Under the supervision of the Program Manager, the Emergency Services Coordinator is responsible:

1. Provide weekday and weekend Emergency Services coverage
2. Welcome clients and ensure they understand the program components
3. Engage clients in the case management process by effectively building trust and credibility
4. Provide referrals to emergency shelters
5. Provide linkage to mental health services via referrals and/or onsite clinicians
6. Provide linkage for clients to Venice Family Clinic (VFC) for medical care onsite; as needed, provide transportation assistance and directions to other VFC clinic locations
7. Work directly with the police by receiving referrals for clients in need of Access Center services
8. Enroll clients for Access Center services, issue scan cards, and collect demographic data on clients
9. Collect, input, and track data for clients who have been connected to case management, shelter, and medical services
10. Assist staff in maintaining order and a smooth flow of services throughout the day
11. Provide crisis intervention using non-violent crisis Intervention techniques
12. Provide accurate information regarding Access Center & SHWASHLOCK services and service hours
13. HMIS duties as assigned

Qualifications

1. High school/GED degree
2. Minimum of one (1) year demonstrated experience in providing direct client care services to population served
3. Effective customer service skills
4. Able to handle difficult situations and act in a professional manner regardless of circumstances
5. Commitment to improving the community through empowerment and dignity
6. Familiarity with non-violent crisis intervention
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

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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