



Petaluma People Services Center is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual. Our core services include: Senior Services, Counseling, Youth Programming including Mentor Me, Housing, Employment and Petaluma Bounty Farms.

JOB TITLE: SAFE Program Bilingual Community Systems Navigator
FLSA STATUS: Non-Exempt; Full-Time (40 Hours/Week)
COMPENSATION: \$24 - \$26/hr
DIRECTOR: Director of Counseling & Prevention, Program Manager
POSITION OPENS: January 1, 2022
SUBMIT: Cover Letter and Resume to jobs@petalumapeople.org

POSITION OVERVIEW:

Petaluma People Services Center recently launched a pilot program, Specialized Assistance for Everyone (SAFE) Team in collaboration with the City of Petaluma, City of Rohnert Park and City of Cotati. SAFE is a 24-hour, 365 day a year program dealing with a wide range of mental health-related crises, including conflict resolution, welfare checks, substance abuse, suicide threats, and more, relying on trauma-informed de-escalation and harm reduction techniques. The SAFE Team's provision of community-based crisis intervention includes services for juvenile and adult populations experiencing mental health, homelessness, and/or substance abuse crises in mobile evaluation teams.

The SAFE Program Community Navigator works with the SAFE Team to follow-up on referrals for ongoing services, including internal (PPSC) services and services provided by other local agencies. This position requires a compassionate and caring individual who is also capable of firmly maintaining professional boundaries.

Due to the nature of the work that the SAFE Team does, life experience is highly valued, and non-traditional applicants are strongly encouraged to apply. Examples may include: individuals with nursing credentials earned abroad who are currently under-employed, long-term CNA's or HCW's with extensive mental health experience, or former social workers returning to the labor market.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Interviews and assesses clients with problems such as personal and family adjustments, finances, employment, food, clothing, shelter, and physical and mental impairments to determine nature and degree of problem.
- Refers clients to other organizations and community resources.
- Compiles records and prepares reports.
- Maintains familiarity with changing services offered by area agencies and nonprofits.
- Maintains secure client records and communications with other care providers.
- Attend and participate in relevant community and partner agency meetings.
- Ability to work independently and as part of a team.
- Actively participate as part of the Counseling Department general meetings.
- Actively pursue opportunities for SAFE team personnel to educate community groups on SAFE team services and basic de-escalation skills.
- Engage the community working with PPSC ED and Outreach team.
- Logistical oversight for SAFE team resources.
- Ability to work with respect to cultural diversity.
- **It's a requirement of this position**, for the safety of all PPSC employees and clients, that the jobholder be fully vaccinated against COVID-19.



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SPECIALIZED TRAINING/SKILLS, EDUCATION & EXPERIENCE REQUIREMENTS:

- 2+ years providing direct service work in crisis response, outreach, or case management.
- College or University degree in related field or equivalent work experience preferred.
- Familiarity with medical terminology preferred.
- Ability to work effectively with a diverse population, including impoverished and alienated persons.
- Must pass background check(s) including a criminal background check.
- Ability to be organized and complete reports/computer data entry in timely manner.
- Must be available to work irregular hours if needed.
- A sense of humor.

LANGUAGE SKILLS:

- Bilingual (English & Spanish) required, bicultural and/or polylingual *preferred*.
- Strong written communication skills.
- Excellent telephone and oral communication skills.
- Ability to effectively present information and respond to questions from managers, coworkers, clients, and the public.

REASONING ABILITY:

- Sensitivity to cultural and cognitive differences present in the client population
- Ability to apply critical thinking to carry out instructions and make decisions within scope of authority
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

CERTIFICATES, LICENSES, REGISTRATIONS:

- College or University degree in related field and/or equivalent work experience
- Driver's license in good standing, and ability to pass a driving record review
- Current CPR/First Aid certification preferred

COMMUNICATION AND REPORTING

- Uses assigned email address for ALL work-related communication and responds within 2 business days
- Uses assigned work phone for All work-related communications.
- Communicates daily with SAFE team members and program manager

COMPLIANCE

- Understands and adheres to all policies and procedures as outlined in the Employee Handbook
- Complete all required trainings as arranged by PPSC.
- Stays current about best practices in crisis intervention

OTHER JOB DUTIES

- Assists with medical supply inventory and ordering as assigned.
- Assists with scheduling vehicle/equipment maintenance as assigned.

TOOLS & EQUIPMENT USED:

- Ability to operate a cell phone, police radio and laptop computer, ability to occasionally lift at least 50lbs
- Ability to drive and to repeatedly climb in and out of a commercial van



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ADA COMPLIANCE - PHYSICAL, ENVIRONMENTAL, COGNITIVE & PSYCHOLOGICAL REQUIREMENTS:

- **Physical:** Regularly sits up to 2-3 hours per day. Gets up and down frequently throughout the day to interface with others. Must have excellent hearing, speech and writing capabilities.
- **Environmental:** Works alone, with and around others. Work environment is moderately noisy. Distractions are regular.
- **Cognitive:** Required to read, write, compile, sort and analyze simple to moderately complex information. Independently assesses workload and prioritizes activities. Very strong organizational and planning skills. Able to communicate and resolve semi-complex problems independently. Excellent listening skills and ability to perform tasks requiring great attention to detail. Uses judgment and initiative, within defined limits of discretion, in making recommendations and decisions.
- **Psychological:** Strong interpersonal and communications skills to deal with emotional, demanding or difficult people and/or situations. Regular exposure to high-stress situations with demands, deadlines, shifting priorities and multi-tasking. Excellent teamwork and proactive group participation are a necessity.

BENEFITS:

- Paid sick time, vacation and holidays
- Comprehensive benefits package, including medical, dental, and vision coverage, employee assistance program, flexible spending account (FSA), long-term disability insurance, and a 403(b) plan

PPSC is an equal opportunity employer. It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an employee or applicant for employment because of race, color, national origin, ethnicity, age, gender, sexual orientation, religion, political affiliation, marital status, veteran status, genetic information, physical disabilities or medical condition (i.e., AIDS or ARC-related or cancer) or any other category protected by Federal or State law in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements.

*Please note that due to COVID-19 safety precautions and state, city, and district guidelines, work will be done remotely whenever possible until further notice. Once we have returned to working in-person, this position will be based out of school and community sites throughout Southern Sonoma County.