



JOB DESCRIPTION

Job Title: De-escalation Specialist

Reports to: De-escalation Manager

Revision Date: December 2021

Compensation: \$17.30 per Hour

ABOUT BROAD STREET MINISTRY:

Broad Street Ministry is an organization that helps Philadelphians living in deep poverty stabilize their lives through a unique offering of meals and social services that is welcoming to everyone. Our long term vision is not only to meaningfully reduce the trauma and suffering caused by scarcity for Philadelphia's most vulnerable populations, but, along with best-of-class social services and government partners, to break the cycle of poverty, homelessness and hunger in Philadelphia.

POSITION SUMMARY:

The De-escalation Specialists will provide a hospitable welcome to staff and stakeholders. De-escalations specialists support operations throughout the day by managing flow of guests coming in and out of the building from service to service and keeping an eye on the safety and well-being of all that are in the building. De-escalation specialists are often the first responders to crisis and escalation,

DUTIES AND RESPONSIBILITIES:

- Learn about and practice radical hospitality, trauma aware, person centered crisis support and restorative boundary setting for de-escalation team and wider social services
- Communicate with different social service and restorative service team members about their safety and program flow needs
- Work as a team in implementing new flow related protocols, evaluate procedure and work with team on improving systems related to flow
- Monitor for safety, escalation, wellness needs through ongoing attempts at rapport building and observation of guests, volunteers, staff and other stakeholders who enter the building



- Maintain record of guests who need special de-escalation related accommodations and boundaries and lead the planning with de-escalation team in strategizing creative and person centered interventions
- Maintain accurate record of incidents that occur in the building including, altercations, medical and behavioral health crisis that resulted in interventions both in house and or calling rescue
- Provide hospitable welcome and support to volunteers, partners and other constituents in the building who may or may not be receiving services
- Work alongside concierge team in communicating about guests needs as they arise
- Provide context to wider team about guests needs, patterns of behavior, population flow and changes to trends among the community
- Ability to work overtime for occasional special events (scheduled in advance)
- Other duties and responsibilities as assigned.

QUALIFICATIONS AND SKILLS:

- Preferred one year or more experience, working in a drop-in social service model
- Experience successfully verbally de-escalating people either professionally or personally
- Experience working with people experiencing mental health and substance use and abuse disorders
- Ability to be trained in trauma awareness, varying de-escalation models and other topics that may enhance knowledge and practice
- Willingness to train and administer overdose reversals and appropriate First Aid and CPR

OTHER:

The mission of Broad Street Ministry is to transform our city, our institutions, and ourselves by embracing the individual needs of our most vulnerable sisters and brothers, and by embracing



radical hospitality. We believe that the only way to achieve that mission is to have a diverse staff that is representative, at all job levels, of the citizens we serve.

Broad Street Ministry does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Ministry believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

This position is located at Broad Street Ministry, 315 S. Broad Street. At the discretion of management, this role may be performed part-time, full time, or temporarily in a remote location within the greater Philadelphia region. All remote (and partially remote) employees (permanent or temporary) will occasionally be required to perform work on-site, and all or most orientations will occur on-site.

Salary Range:. The successful candidate will receive a competitive compensation package that includes: medical, dental, and vision, 401(k) retirement plan, paid holidays and PTO.