



JOB DESCRIPTION

Job Title: Avenue of the Arts Concierge (In-person only)
Reports to: Manager of Clinical Support/Concierge Services
Revision Date: July 2023

ABOUT BROAD STREET MINISTRY:

Located along the Avenue of the Arts, Broad Street Ministry (BSM) was founded in 2005 as a broad-minded faith community with a mission to extend inclusive hospitality and work for a more just world through civic engagement. The mission evolved to include serving Philadelphians living in deep poverty who are experiencing homelessness or housing insecurity and establishing our flagship program--the Hospitality Collaborative--to provide a welcoming epicenter of social services where guests can develop a greater sense of community while also securing some basic needs. Grounded in the values of community, hospitality, collaboration, and civic engagement, BSM helps Philadelphians living in deep poverty stabilize their lives through a variety of social services.

POSITION SUMMARY:

The Avenue of the Arts Community Outreach Specialist will be the face of Broad Street Ministry's brand of hospitality along the South Broad Street corridor between Walnut Street and South Street. The Community Outreach Specialist's role is to build relationships with neighborhood community leaders, business owners, and guests seeking services within the area. This individual will understand needs among stakeholders and coordinate resources for individuals who come to the area seeking support, creating meaningful support and opportunities for education and connections, bridges for opportunity, and positive impact for the spectrum of stakeholders. The Avenue of the Arts Community Outreach Specialist will cultivate connections with individuals experiencing homelessness and food insecurity in the neighborhood, leveraging those relationships to provide appropriate connections to stabilizing services. The Avenue of the Arts Community Outreach Specialist will regularly interact with community leaders, neighbors, local businesses, community groups and organizations, City Councilmembers, business associations, and additional individuals identified by key stakeholders in the Avenue of the Arts Council.

DUTIES AND RESPONSIBILITIES:

Internal

- Conduct 2 hours of face to face in office stationary meetings with guests/stakeholder, partners and services providers on behalf of guests to support guests in their resource coordination needs

- Support guests in acute crisis management, connecting them to BSM resources or partner services as appropriate.
- Communicate effectively with the BSM colleagues as needed to support daily operations and guest services.
- Serve as part of the BSM de-escalation team, interacting with our constituent population, as they access services at BSM and as they interface with local businesses and stakeholders.
- Supports Concierge interns in task management and implementation related to resource coordination
- Reliably input data to Broad Street Ministry's data management system daily.
- Evaluate trends of stakeholder needs and changes in population, risks, policy, and best practices and communicate these trends to supervisor, and team.
- Maintain high standards of professionalism which includes attendance, demeanor, and rapport with guests/stakeholders along the corridor, congregants, partners, donors, and volunteers.

External

- 3 times a week conduct walking outreach along Broad Street, Pine Street to Market Street, 15th Street to Juniper Street, also making stops at Locust Street Patco Station Underground, and under the concourse for 1.5-2 hrs per of outreach, navigating stairs, and city sidewalks
- Build relationships with key stakeholders to better understand needs of the neighborhood and local businesses; become familiar with neighborhood community groups and organizations.
- Be an ambassador of BSM along the Avenue of the Arts becoming familiar with both regular guests/stakeholders and new to the area folks in need
- Act as point of contact for key stakeholders along the corridor and be available to help troubleshoot situations involving our guests.
- Report potential problems or funding opportunities to supervisor
- Expand and develop networks of supporters and partners to further the mission of the agency through outreach efforts.

QUALIFICATIONS AND SKILLS:

- Required 3 years of experience within homeless services, behavioral health services, and/or general social services.
- Preferred BSW or 3 years of experience within a related field and able to demonstrate skills needed to communicate with and work alongside people on both ends of the socioeconomic spectrum towards agreed upon goals.
- Demonstrated administrative and organizational skills with a high attention to detail and follow through.
- Consistent work ethic, ability to work independently and as part of a team.



- Ability to work effectively with diverse populations.
- Ability to remain calm in high stress and emergent situations.
- Ability to be diplomatic and/or non-confrontational in communicating with individuals or groups that may be expressing alternative ideas or perspectives, or who may be using language or tone that is disruptive or triggering.
- Ability to be affirming to the identity of all individuals.
- Demonstrates ability to problem solve both on a system level as well as within interpersonal dynamics related to the role.
- Ability to expand and develop networks of supporters and partners to further the mission of the agency.
- Ability to articulate larger picture operational functions of the agency, social economic and political drives within the community and trends in system changes and resources that affect the work.
- Demonstrates an ability to learn skills related to communication, trauma awareness, development functions and other related topics.
- Must be able to engage guests at eye level which includes, standing, sitting, kneeling or bending
- Must be able to work outside for periods of time during code (red and blue) emergencies
- Must be able to carry over 10LBS on foot.
- Must be able to climb up and down stairs
- Must be able to administer CPR, First Aid, Overdose Reversal, and be aware of bloodborne pathogens and know how to assess the need for emergency medical or mental health response.

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.



Salary: \$42,000

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

***To apply for this position, please send your resume and a cover letter to:
employment@broadstreetministry.org***