



JOB DESCRIPTION

Job Title: Reception and Triage Specialist

Reports to: Manager of Clinical Support

Services Revision Date: November 2023

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 Triage Coordinator provides strategic support to the organizational community and is the first face our guests see when they enter the building. Triage Coordinator will work closely with our Concierge team to coordinate appointments for them, assist guests in navigating resources inside and outside Broad Street Ministry, and support incoming interns with task supervision related to current duties while keeping a professional, warm demeanor. Triage Coordinator will manage flow of guests in the reception area in the lobby, de-escalate rising tensions around area with guests, and support with receiving volunteers and in-kind donations.

DUTIES AND RESPONSIBILITIES:

- Open, inviting, positive, and warm demeanor to those coming in the front door
- Encouraged to show hospitality, as in say good morning, inquire persons whereabouts, and warmly direct all persons to all designated service areas
- Follow up with all persons exiting, inquire if they were helped or need help
- Maintain high standards of professionalism which includes attendance, positive demeanor, and rapport with guests, congregants, partners, donors and volunteers
- Manage coordination of appointments for the concierge and community integration team
- Manage Partner schedule and notifying them on closures and delays
- Assist guest with acute resource coordination and troubleshoot needs if time permits
- Informing guests, volunteers, and donors about our services and relevant partnerships
- Communicate and support the flow of daily operations
- Assist in any de-escalation needs in the reception area
- Answer the phone during open hours and forward calls to appropriate staff or answer any shorter questions as they arrive
- Input data into Broad Street Ministry's MIS system
- Check and update BSM Staff calendar and Daily report email
- Send faxes or make copies for concierge team as needed
- Evaluate function or structure of triage role within the larger concierge and hospitality collaborative team and make necessary changes ongoing
- Other duties and responsibilities as assigned



QUALIFICATIONS AND SKILLS:

Detailed-oriented, willing to work in person with general public with proper protective equipment, punctual, organized, reliable, and able to remain calm in high-stress situations, able to communicate clearly and effectively. Able to work respectfully with populations experiencing deep poverty, homelessness, trauma and or returning from institutionalization. Demonstrates ability to problem solve, is a self-starter, strategic thinker, collaborative team member and excellent communicator. Demonstrates appreciation for radical hospitality, and customer service. Is affirming toward guest identity, specifically of those who identify as being part of the LGBTQIA+ community. Demonstrates ability to contribute positively to de-escalation practices. Strong leadership. Ability to see larger picture in terms of operational function and flow of space and needs at the time.

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.

Hours: Part time 25 hours/ week

Compensation: \$18/hour

Apply with the subject line: Triage Coordinator, please send resume and cover letter of how your experiences relates to this position to employment@broadstreetministry

