



Position: Harm Reduction Drop-In Center Service Navigator

Position Type: Full-Time Salary.

Hours of Employment: Monday- Friday 8am-4pm

*The **Drop-In Center Service Navigator** will work with the Direct Services team to assist in the daily operations of the syringe exchange program and build awareness of harm reduction resources and strategies for overdose prevention, safe drug use and self-care.*

About Corazon Ministries: Corazon San Antonio is a nonprofit organization dedicated to fostering holistic development in mind, body, spirit, creativity, and community. With unconditional love we provide daily hot meals, warm showers, personal hygiene products, clothing, wound care, access to primary health care, case management, recovery coaching, harm reduction services, and more.

Corazon Harm Reduction is committed to reducing the incidence of isolation, overdose, HIV/AIDS, and hepatitis C among those impacted by substance use and houselessness throughout San Antonio. We provide a holistic approach to Harm Reduction Services by means of syringe exchange, safe drug use education, overdose prevention, and improving access to medical, behavioral, treatment and social services.

Essential Duties and Responsibilities

Responsibilities include logistical tasks related to operating the Syringe Service Program (SSP), including,

- Take the lead in daily operations of the Drop-in Center including opening and closing procedures to help ensure facilities are clean, safe and welcoming.
- Follow DOH and TMC protocols for Syringe Exchange and handling biohazard waste.
- Perform timely and effective delivery of services with clients.
- Apply strength-based, client-centered approach with adherence to cultural humility and trauma-informed service and harm reduction principles.
- Provide essential service navigation and harm reduction supplies, including safe sex and safe using supplies to community members via the front desk of the Harm Reduction Drop-In Center and community outreach.
- Actively engage in regular team meetings and case conferences, contributing valuable insights, discussing client progress, and actively participating in program development.
- Collaborate with interdisciplinary team members, including nurse practitioners, case managers, recovery coaches, and outreach workers, to provide cohesive and holistic care to our clients.
- Contribute to inventory management and the maintenance of a clean and organized work environment.
- Maintains program-specific documentation. Uses organizational skills to update and maintain program database, records and files.
- Works closely with Harm Reduction team to ensure effective program outcomes and meet performance standards
- Responsible for communicating to supervisor and team all safety concerns in a timely manner.
- Respond to critical situations with high-level engagement and de-escalation skills which support a least restrictive environment and is willing and able to assist other staff as needed to maintain a safe, healing environment for all.

Qualifications

- High-school diploma or equivalent
- Availability and willingness to work nights, weekends, and holidays as required.
- Strong mental resilience to handle complex, highly emotional, and stressful situations.
- Excellent interpersonal skills, actively listening and offering solutions without passing judgment.

Preferred Qualifications:

- Lived experience with substance use disorder and/or homelessness.
- Bilingual in Spanish/English.
- 1+ years of experience working with the houseless community.

Work Environment

- 90% of work will be performed in an office environment and 10% of work will be performed outside of an office environment
- Client interaction will take place primarily at the Corazon Resource Hub, and occasionally on city streets.
- Office environment and mobile HR services, requires physical acumen- lifting up to 50 lbs., walking for 2hours a day, and handling of biohazard materials.

Applicant Information Please be advised that all contractors and staff of Corazon Ministries will require a background check. The existence of a criminal record does not automatically disqualify you from employment.

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Corazon SA Harm Reduction Center may change the specific job duties with or without prior notice based on the needs of the organization.

Corazon Ministries is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please submit Resume and Cover Letter to the Harm Reduction Center Director at madelein@corazonsa.org