

# DEFLECTION AND PRE-ARREST DIVERSION PROGRAMS: Sample Job Descriptions



October 2021

NATIONAL  
COUNCIL  
*for Mental  
Wellbeing*

# PREVENTION POINT PHILADELPHIA – POLICE ASSISTED DIVERSION CASE MANAGER



**PREVENTION POINT**  
**PUNTO DE PREVENCIÓN**

2913-15 Kensington Ave., Philadelphia, PA 19134

Phone: 215-634-5272; Fax: 215-634-5271

pponline.org

## POLICE ASSISTED DIVERSION CASE MANAGER

### Organizational Overview:

Prevention Point Philadelphia (PPP) is a multi-service public health organization dedicated to protecting the health and welfare of the homeless, drug users, sex workers, and the uninsured. PPP works to provide safe and humane alternatives to the war on drugs, working to reduce the prevalence of HIV and Hepatitis C by linking people to the health resources they need. PPP meets people where they are, providing information and access to resources with dignity and respect. Using a harm reduction approach, PPP offers low-threshold, culturally sensitive, non-judgmental services to address the health and social service needs of people in Philadelphia. PPP promotes harm reduction through mobile medical care, sterile syringe exchange, referrals to social services, and comprehensive prevention case management services.

### Program Overview:

The Police-Assisted Diversion (PAD) program is a Pre-Arrest Diversion model, which takes a health-centered approach to law enforcement. It involves a unique, active collaboration between police officers, social service providers, and local government. PAD connects people who come into contact with law enforcement for low-level, non-violent offenses to targeted harm reduction services in lieu of arrest. Police officers can also take a proactive approach to addressing unmet health needs of individuals not facing arrest by offering to connect them to services through the social referral process.

### Duties and Responsibilities:

1. Through external referral from law enforcement in the East Division, develop initial treatment plans for program enrollees
2. Conduct insurance enrollment for program enrollees who are uninsured
3. Coordinate appointments with external substance use treatment providers
4. Interface and advocate for clients with CBH and BHSI
5. Maintain a database of all individuals enrolled in the project
6. Conduct quality assurance with regards to chart and paperwork completion, documentation of referrals, and referral follow up with external providers

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**We believe that everyone – no matter who they are or what they do – has a fundamental right to health and safety**

7. Conduct client interviews to assess for medical and psychosocial needs. Provide face-to-face care coordination sessions and linkage and adherence counseling
8. Refer and link clients to mental health services, as well as other recovery supports
9. Ensure that clients are referred to PPP's internal harm reduction and medical services
10. Coordinate client referrals to support groups, medical care, legal assistance, public benefits, identification procurement, and other supportive services
11. Coordinate referral to primary medical care, especially HIV primary care and Hepatology care. Conduct medical treatment and medication initiation and adherence discussions with clients at regularly scheduled sessions
12. Engage clients in meaningful and frank discussions about risk behaviors, including overdose and relapse risk. Help clients identify supports for crime prevention
13. Actively participate in supervision, team, and staff meetings
14. Work in a fast-paced environment and assist with additional operational needs as assigned by supervisor.
15. Perform other duties as assigned by supervisor

**Job Requirements:**

**Minimum Qualifications:**

- Master's Degree in human service related field or equivalent of at least five years work experience in drug/alcohol field
- Must meet Pennsylvania requirements for mental health/drug and alcohol supervision
- Supervisory experience preferred
- Knowledge and experience of alcohol and other drug prevention with an understanding of behavioral health issues and the Criminal Justice System
- Bilingual (Spanish) skills preferred

**How to apply:**

Please send a cover letter and resume to ..... with PAD Navigator as the subject.

No calls will be taken for this position.

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# ATLANTA/FULTON PRE-ARREST DIVERSION INITIATIVE – HARM REDUCTION SPECIALIST



## JOB ANNOUNCEMENT

### HARM REDUCTION SPECIALIST Atlanta/Fulton Pre-Arrest Diversion Initiative

July 2020

The Atlanta/Fulton County Pre-Arrest Diversion (PAD) Initiative seeks a **Harm Reduction Specialist** who feels passionately about reducing the harms of substance misuse, unmet mental health needs, and poverty with individuals and communities. Harm Reduction Specialists are PAD's "first responders" for individuals detained by police but offered an alternative to arrest, as well as for community referrals.

PAD Harm Reduction Specialists conduct extensive outreach with community members that are vulnerable to police contact based on their experience of poverty, lack of housing, survival activities, mental health needs, or substance use. They also build relationships with police, business owners, and other residents to offer support for improving quality of life for all members of the community. PAD's consent-based, relationship-building approach seeks to reduce the harm of behaviors that are often criminalized, and address the root causes of these activities to promote long-term wellness and safety. Harm Reduction Specialists work closely with PAD Care Navigators and partner agencies to connect/reconnect individuals to care.

#### **Responsibilities:**

- As part of a two-person team, provide on-call diversion response to law enforcement and community calls during referral hours within assigned zone;
- At time of screening, assess and address emergent/immediate needs of diverted/referred individuals, including need for shelter, food, and clothing;
- Transport referred individuals in PAD vehicles according to established safety protocol;
- Conduct daily street outreach in targeted locations within assigned zone, in order to engage individuals who are vulnerable to police contact or are in areas of community concern;
- Develop relationships with law enforcement through one-on-one and precinct engagement and provide responsive phone and in-person support for potential diversions;
- Work closely with the PAD Care Navigation Team to support PAD participant engagement;
- Work closely with partner agencies to conduct joint outreach and provide reconnection and warm hand-offs for individuals who have established relationships with those partners;
- Increase community awareness of harm reduction, recovery and resource needs by providing education to law enforcement, neighborhood and business stakeholders related to specific community concerns.

- Maintain all participant charts and records according to established standards and document case progression within the electronic data management system (HMIS/Client Track).

**Qualifications:**

- 2 years of experience in providing case management, outreach, or community based mental health services to individuals experiencing homelessness or engaged in survival activities;
- Bachelor's degree in Social Work, Sociology, Psychology, or Counseling or equivalent experience;
- Valid Driver's License required;
- People with lived experience of incarceration, recovery, homelessness, and those who identify as Trans or LGBTQ strongly encouraged to apply.

PAD provides comprehensive benefits, and a strong vacation policy in a people-centered environment.

**Salary Range:**

\$47-50K

**APPLICATIONS WHICH DO NOT MEET THESE REQUIREMENTS WILL NOT BE REVIEWED:**

APPLICATION:

- 1) A cover letter which:
  - a) describes your approach to outreach, and
  - b) gives an example of harm reduction from your own experience
- 2) A resume

DEADLINE: Rolling until filled

*The Atlanta/Fulton County Pre-Arrest Diversion Initiative is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, military status, age, qualified handicap or disabled status. We are committed to providing a workplace free of any discrimination or harassment.*



# THE PROVIDENCE CENTER – PEER RECOVERY SPECIALIST<sup>1</sup>

**Job Title:** TPC-Peer Recovery Specialist- Anchor MORE (Hope Initiative)

**Division:** Intermediate Services

**Department:** Anchor MORE

**Reports To:** Manager of Anchor MORE

**SUMMARY:** Provide recovery coaching onsite at HOPE Initiative in East Providence and through police ride-along. Monday through Friday, 8:00am-4:00pm.

**Job Responsibilities:**

- Provide recovery coaching for individuals in the community and family members.
- Advocate for the needs of each individual.
- Locate, track and provide services to individuals who are in need of support for their drug and alcohol use. Provide referrals including but not limited to detox, food/clothing, housing, medication-assisted treatment, residential programs and counseling.
- Build relationships with Police Department staff. Work with a multidisciplinary team of law enforcement officers and clinicians to provide direct services and coordinate care.
- Obtain all necessary releases of information (ROI) as needed. Abide by all 42 CFR Part 2, HIPPA, Federal and State Confidentiality laws and TPC policies.
- Ensure all shift sheets and questionnaires are collected, reconciled and entered into various data systems correctly and timely.
- Additional duties and/or services as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Candidate must demonstrate an understanding of, and belief in, the addiction recovery process
- Must be a person with lived recovery experience, with minimum 2 years of continuous recovery
- Positive communication skills
- Must be 21 years old or older

**Education and/or Experience:** Associates Degree or higher preferred. High School diploma or GED required. RI State certified Recovery Coach or plan to complete this within first year. Understanding of community resources and recovery oriented systems of care model.

**Certificates, Licenses, Registrations:** MUST have a valid driver's license, registration and proper auto insurance. (Provide a copy to your manager).

**Other Skills and Abilities:** Knowledge of basic crisis intervention, motivational interviewing, and some case management techniques required. Ability to act as an advocate for the needs of the parent is required.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EOE/F/M/Vet/Disabled

# ATLANTA/FULTON COUNTY PRE-ARREST DIVERSION INITIATIVE – REFERRAL COORDINATOR<sup>2</sup>

**Position:** Referral Coordinator

**Agency:** Atlanta/Fulton County Pre-Arrest Diversion Initiative

**Classification:** Full Time (Non-Exempt)

**Supervisor:** Director of Diversions, Atlanta/Fulton County Pre-Arrest  
Diversion Initiative

**Description:**

The Atlanta/Fulton County Pre-Arrest Diversion (PAD) Initiative seeks a Referral Coordinator who is responsible for screening referrals to PAD through the law enforcement referral line and the ATL311 city non-emergency services line. The Referral Coordinator will accept, screen, document, and dispatch PAD staff to respond to referral calls or email requests. The Referral Coordinator will work closely with a PAD Harm Reduction team to provide either immediate response or schedule outreach activities. The goal of our services is to provide a consent-based, relationship-building approach to reduce the harm of behaviors that are often criminalized, and address the root causes of substance use, mental health concerns, and extreme poverty to promote long-term wellness and safety.

**Responsibilities**

- Answer and assess diversion referral calls from law enforcement officers who have probable cause to arrest; conduct phone screening with officers and assess eligibility for PAD diversion;
- Review service request emails from ATL 311 non-emergency city services line, to coordinate a response to community referral requests;
- Triage all “immediate response” diversions or referrals to dispatch PAD Harm Reduction teams within 30 minutes;
- Review and prioritize “outreach request” referrals and coordinate with PAD Harm Reduction team and other street outreach teams to ensure a response within 72 hours;
- Work closely with partner agencies to share information (as appropriate), provide reconnection and warm hand-offs for individuals who have established relationships with those partners;



- Communicate with ATL 311 on service delays or other issues;
- Provide email or phone follow-up to referring officers or community members;
- Maintain call records according to established standards and document call disposition within an electronic data management system;
- Increase community awareness of harm reduction, recovery and resource needs by providing education to referring law enforcement, neighborhood and business stakeholders related to specific community concerns;
- Maintain individual privacy in accordance with HIPAA.

### **Qualifications**

- Two years of experience conducting intake, assessment, and triage related to unmet mental health needs, substance use, or extreme poverty;
- Strong organizational and problem-solving skills;
- Educational and/or professional background in Social Work, Psychology, or any helping profession;
- Proficient computer skills utilizing database and office suite software;
- Exemplary interpersonal skills and excellent customer service;

People with lived experience of incarceration, recovery, homelessness, and those who identify as Trans or LGBTQ strongly encouraged to apply

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<sup>1</sup> Anchor Recovery Community Center. (2020). Careers. <https://anchorrecovery.org/careers/>

<sup>2</sup> Policing Alternatives & Diversion Initiative. (2020). Job Announcements. <https://www.atlantapad.org/job-announcements>