



A Place to Call Home

Job Title: Downtown HEART Ambassador
Reports to: Program Manager
Salary: \$15 hourly

Job Type: Temporary Part-Time
Core Hours: Mon – Fri; 8am-6pm
Work Model: 100% In-person

ABOUT A PLACE TO CALL HOME

A Place to Call Home envisions a Spartanburg County where homelessness is a solvable issue, and everyone has a safe, secure place to call home. Our mission is to address homelessness and housing instability through strategic collaboration, community partnerships, and individualized support services.

POSITION SUMMARY

This position serves as an ambassador for Downtown Spartanburg by providing immediate engagement and response to individuals experiencing homelessness, including connecting clients to vital resources and coordinating referrals to community partners.

The City of Spartanburg will be the employer for this position. Candidates must pass a background check and drug screen to be considered for employment.

SCHEDULE

This is a part-time, temporary position, averaging 25 hours per week (not to exceed 30 hours per week), with a term limited to 12 months.

Schedule Options:

Morning Shift:

Tues-Fri: 8AM-1PM

Sat: 10AM-3PM

Afternoon Shift:

Sun-Tues & Thurs: 1-6PM

Wed: 11AM-4PM

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Patrol assigned zones in the downtown core, offering support and assistance to the public, with a focus on individuals experiencing homelessness.
- Monitor HEART calls and emails, promptly answering and responding to inquiries, completing intake, making referrals, and documenting all actions in the appropriate system.
- Build trusting relationships with individuals experiencing homelessness by offering resources, triage, and support designed to help them transition into permanent housing.
- Serve as a liaison between individuals experiencing homelessness and HEART Community Resource Coordinators, facilitating warm handoffs and coordinated care.



A Place to Call Home

- Provide crisis intervention and de-escalation as appropriate, including calming agitated individuals, engaging in trauma-informed communication, and contacting emergency services when there is a risk of harm to self or others.
- Build and maintain relationships with downtown businesses, sharing resources and collaborating on solutions related to homelessness.
- Provide directions, maps, handouts, and information about available homeless services to the public.
- Use computers and mobile devices to collect data and document daily activities, ensuring accuracy and completeness of records.
- Complete special assignments independently and as part of a team.
- Support downtown events with a positive and professional presence.
- Perform duties in outdoor settings throughout Downtown Spartanburg, often interacting with vulnerable populations and community stakeholders.

QUALIFICATIONS

- **Education:** High school diploma or GED
- **Experience:**
 - Familiarity with homelessness services, mental health systems, and community resources.
 - At least 2 years of experience in crisis response, outreach, or a related field preferred.
- **Skills:**
 - Strong crisis intervention and de-escalation abilities.
 - Excellent interpersonal and communication skills.
 - Ability to build trust and work effectively with diverse populations.
- **Other Requirements:**
 - Passion for serving individuals experiencing homelessness.
 - Flexibility to work early mornings, weekends, and evenings.
 - Valid SC driver's license and reliable transportation.

PHYSICAL DEMANDS

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

- Performs light work that involves lifting, carrying, pushing, pulling, walking, or standing some of the time and involves exerting up to 15 pounds of force on a regular and recurring basis or sustained keyboard operations.

UNAVOIDABLE HAZARDS (WORK ENVIRONMENT)

Downtown HEART Ambassador for A Place to Call Home | Job Description | September 2025 | Page 2 of 3

This is not a contract. No information in this document will alter the At-Will Employment Relationship.



A Place to Call Home

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

- None.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Spartanburg Government is an Equal Opportunity Employer. ADA requires the City of Spartanburg to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

STANDARD CLAUSES

May be required to work nights, weekends, holidays and emergencies (man-made or natural) to meet the business needs of the City of Spartanburg.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed and employees are properly trained.