

**CENTRAL CITY HOSPITALITY HOUSE**  
**JOB DESCRIPTION**

**JOB TITLE:** Bilingual Employment Case Manager (Spanish / English)  
**PROGRAM:** Employment Resource Center  
**REPORTS TO:** Program Manager, Employment Resource Center  
**COMPENSATION:** \$40,906 annually, plus benefits  
**STATUS:** Regular, Non-Exempt, Union Position  
**SCHEDULE:** 40 hrs/wk: Mon 9am-5pm  
**DEADLINE:** Open until filled. Internal deadline is 5pm, Monday, July 18, 2017; **no exceptions**.

**ORGANIZATION DESCRIPTION:**

Founded in 1967, Hospitality House is a progressive, community-based organization located in San Francisco's Tenderloin Neighborhood, Mid-Market Area, and Sixth Street Corridor that provides opportunities and resources for personal growth and self-determination to homeless people and neighborhood residents. Our mission is to build community strength by advocating policies and rendering services which foster self-sufficiency and cultural enrichment. We use a peer-based approach and encourage participation from our constituents on all levels of the organization.

Hospitality House has six programs. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are behavioral health-based community centers that provide a range of emergency and support services using a low-threshold, peer-based, self-help model. The Shelter Program is a small men's dormitory that provides basic emergency shelter as well as one-on-one case management. The Community Arts Program is a unique space where individuals can create, house and sell artwork, offering open studio hours, workshops, a creative writing class, and an opportunity for artists to exhibit and sell their work. The Community Building Program includes a peer volunteer training program, program activities, and the Healing, Organizing & Leadership Development Program which is a peer internship community organizing program for participants impacted by trauma. The Employment Program offers job readiness services, employment and training resources, and job search support through two neighborhood-based employment resources centers. All programs work together to provide a range of support, resources, and opportunities for people to achieve stability and self-sufficiency.

**PURPOSE OF POSITION:**

The purpose of this position is to provide counseling, crisis intervention, and case management support to individuals who access the Self-Help Center. S/he will assist in addressing employment goals, housing needs, mental health issues, substance use issues, medical needs, and benefits and legal advocacy, employing the modalities of harm-reduction and self-help. S/he will engage participants and maintain relationships with them, which includes provision of intakes and assessments; service plan development; supporting participants in reaching their stated goals; and facilitating support groups. In addition, s/he will act as an access point for participants into the broader spectrum of substance abuse treatment, medical, and community mental health systems in San Francisco.

**DESCRIPTION OF DUTIES:**

**Create a hospitable environment and provide services to participants with the utmost dignity and respect.**

- **Bilingual Spanish/English required**
- Treat each participant with respect, regardless of who they are or what issues they present
- Prioritize service to participants over all other activities and maintain professionalism at all times
- Provide services with attentiveness to the participant's needs through a participant-centered, harm reduction model of services, recognizing that each participant has his/her own individual challenges
- Maintain participant confidentiality at all times

### **Maintain a safe, healthy, comfortable, accessible, professional environment**

- Actively mediate conflicts among participants as they arise to help sustain a peaceful, comfortable space; meet individually with participants who are experiencing difficulty to work out solutions
- Ensure that Center's policies and procedures are followed, and work to help participants understand the importance of the policies to sustain a comfortable environment for all
- Maintain a quiet, calm environment, free from unnecessary yelling, loud noise, music, conflict etc.
- Lead and/or participate in regular community meetings, informal support groups and/or organized social activities with participants, when appropriate
- Communicate regularly with the Self-Help Center team through the Staff Log by regularly reading other staffs' comments, following through on actions as needed, and making meaningful entries during each shift

### **Actively work on engagement strategies with the participants of the Self-Help Center**

- Actively role model professionalism and appropriate employment ethics and encourage participants to do the same
- Engage participants who may be withdrawn or who have a difficult time engaging with staff or other participants; gently encourage them over time to access any support or services they may need
- Work to foster relationships among participants to promote peer support and resource-sharing
- Maintain appropriate staff-to-participant boundaries, provide peer support to participants in a compassionate, respectful, professional manner to help motivate them to achieve greater stability and self-sufficiency
- Act as an access point for participants into the greater agency's substance use and mental health support services; operate from the agency's harm reduction model to engage participants in these areas
- Maintain client confidentiality at all times; refrain from discussing participant issues with other participants or in front of other participants
- On an on-going basis, collect resource information that will assist participants; assure that copies of information are organized and readily-available to facilitate effective distribution

### **Develop and implement service plans to assist participants to achieve and maintain stabilization.**

- Perform individual comprehensive assessments of participants, including psychosocial history, mental health status, medical needs, housing, food and other needs for basic support
- With each participant, develop a written care plan delineating steps necessary to accomplish activities, goals and objectives. Plan should include goals in the areas of employment, and/or vocational interests, housing, substance abuse, mental health, medical care, money management/savings
- Meet with each participant engaged in case management in the frequency that best serves their case plan, and implement their individual plan through the provision of interventions, coordination with case management team and/or through facilitated referrals
- Act as an access point for participants into the greater substance abuse treatment, medical, and community mental health systems in San Francisco
- On an individual and group basis, work with participants on developing various successful and supportive strategies for navigating employment readiness; this includes interviewing, harm reduction, job retention, and other skills
- Develop curriculum for relevant group series to address global issues presented by the constituency; work with other community providers to include guest speakers and relevant materials
- Assist participants in accessing public benefits by compiling documentation for eligibility and providing guidance and advocacy through the system (including CAAP, Social Security disability programs, Medi-Cal, etc.)
- Issue clothing vouchers, laundry vouchers, bus tokens and other resources, as appropriate
- Assure program consistency by following the program's denial of service, grievance and request for reasonable accommodation procedures
- Maintain an appropriate balance between accommodating the individual needs of each participant and enforcing the policies and procedures of the program

**Coordinate internal services and documentation.**

- Actively participate in case conferences, implement decisions made by the team, and report back to the team on progress made
- As participants work with other program staff on issues, track and document their progress
- Communicate regularly with the Self Help Center's team, following through on actions where needed

**Perform written work necessary for casework and documentation of services.**

- Make relevant progress notes after each case management session, specifying progress and action to be taken
- Document progress around status of employment and/or benefits, applying for and obtaining housing (waiting lists, letters, rent receipts, etc.); (copies of check stubs, work schedules etc.); money management/savings (log money orders, provide receipts for participants, etc.); and work on other issues, such as substance use, mental health, medical concerns (meeting verification, medical papers, etc)
- Document specific outcomes, both while the participant is participating in the program as well as upon their exit from the program
- Provide other information needed for program reports and documentation of services

**Provide support in compiling and submitting reports to funding sources.**

- Provide accurate, current information, data, and documentation in a timely manner
- Keep files, forms and reporting information organized and accessible

**Establish referral relationships with agencies serving homeless and poor individuals.**

- Conduct outreach to establish and maintain on-going relationships with other service providers, specifically in the areas of employment, housing, substance use services, mental health services, medical/health services, benefits
- Attend relevant outside meetings and collaborative efforts

**Attend relevant meetings.**

- Attend meetings, including but not limited to regular staff meetings, staff trainings, and supervisions
- Attend mandatory Monday morning meetings and trainings on a regular basis

**Additional duties as assigned**

- Perform other duties as assigned by supervisor or other management staff

**RESUME & COVER LETTER TO:**

Hospitality House/Temporary Employment Peer Service Advocate Search  
290 Turk Street, San Francisco, CA 94102 or [personnel@hospitalityhouse.org](mailto:personnel@hospitalityhouse.org)

***Please specify the position for which you are applying. Please NO PHONE CALLS or VISITS.***