



Hospitality House

Position Announcement DIRECTOR OF PROGRAMS

Position Open Until Filled –
Internal applicant deadline Wednesday, November, 22, 2017, 5PM

Organizational 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. Celebrating our fifty years in the community, our social change advocacy efforts derive new energy and focus from our theory of change.

Hospitality House has six cutting edge, innovative 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.

Hospitality House is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to race, religious creed, color, age, sex, gender, sexual orientation, gender identity, national origin, religion, marital status, medical condition as defined under State law, disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, state, and/or local laws and ordinances.

Position Description

The Director of Programs is responsible for oversight of all the agency's programs and development of services that are consistent with the agency's mission, theory of change, philosophical principles, and ethical standards. The position directly supervises the six program managers and additional administrative support staff, and works collaboratively with the agency's management staff as part of the Leadership Team. As senior-level staff, the Director of Programs works closely with the Executive Director, Director of Development, and Director of Finance & Operations on developing agency policy and making programmatic operations decisions for the entire organization.

The specific roles of the Director of Programs include the following:

- Provide supervision, coaching and support to program managers, balancing emotional and task management;
- Embody commitment to the mission and values of the agency;
- Enact the agency's theory of change as a vocal leader in the agency's advocacy for social change;
- Ensure that the organization's vision is articulated to the staff and constituency;
- Identify, apply for, negotiate, report and ensure contract compliance on funding grants and contracts, which includes managing agency subcontractors;
- Conduct program evaluation to present program outcomes in a compelling story, overhauling the current system;
- Engage in program development and innovation;
- Serve a personnel and human relations function, recruiting, hiring, orienting new staff, facilitating the progressive disciplinary process, and serving as liaison to the Union's collective bargaining unit;
- Manage program budget and facility issues;
- Represent the agency in community forums;
- Enhance the agency's training and professional development efforts, focused on strengthening our predominantly peer-based staff;
- Develop and maintain policies, procedures and systems to ensure a healthy agency structure and functioning;
- Facilitate Leadership Team meetings, setting agenda and ensuring follow-through on decisions made;
- Staff the Program & Policy Committee of the Board of Directors;
- Cover programs during manager absence, responding on-call to program needs.

Qualifications

- Bilingual Spanish strongly preferred
- Strong senior management experience with 5 years experience in non-profit program administration
- Personal and professional development experience with 3 years of experience supervising, coaching or mentoring staff
- Grant-writing experience, with contract compliance and reporting skills
- Program evaluation experience, preferably with evaluation design and implementation skills
- Familiarity with San Francisco social services and the political landscape for people facing the challenges of poverty and homelessness
- Excellent written and oral communication skills as well as the ability to plan and organize effectively
- Ability to manage multiple tasks and deadlines and complete projects and reports on schedule
- Ability to work as a team player in a fast-paced, cooperative, flexible, and diverse environment

- Expertise using Word, Excel, Publisher, and other applicable software
- Experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, and/or other related issues
- Demonstrated understanding of mental health issues and substance use dynamics; familiarity with current concepts of harm reduction; understanding and sensitivity to diverse participant backgrounds
- Combination of technical expertise and strong people skills
- Energy to implement a transformative professional development program for peer-based staff
- Personality characteristics: solution-focused, calming, active listener who can serve as an emotional reservoir for the agency, being present for staff and participants and supporting them through their life journeys and challenges; follow-through from start to finish
- Knowledge of harm reduction principles, to accept people as they are and empower them to reach their full potential

Compensation

Hospitality House offers an excellent salary and a benefits package that includes health and dental insurance, a retirement plan, and generous sick and vacation benefits. The position is full-time exempt, with some evening and weekend hours.

Application Procedure

Please send resume, cover letter, and salary requirements via email to personnel@hospitalityhouse.org or by U.S. mail to: Hospitality House/ Director of Programs Search, 290 Turk Street, San Francisco, CA 94102.