

**CENTRAL CITY HOSPITALITY HOUSE**  
**JOB ANNOUNCEMENT**

**POSITION:** Part-Time Employment Peer Advocate  
**PROGRAM:** Employment Program  
**REPORTS TO:** Employment Program Manager  
**COMPENSATION:** \$18,196 annually, plus benefits  
**STATUS:** Regular, Non-Exempt, Union Position  
**SCHEDULE:** Part-Time

**ORGANIZATION:**

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.

**DESCRIPTION OF DUTIES**

- Support and create a hospitable environment and provide services to participants with the utmost dignity and respect, regardless of who they are or what issues they present
- Maintain a welcoming, safe, healthy, comfortable, accessible drop-in environment
- Engage with participants as they walk in the door to assess their needs and make appropriate referrals.
- Maintain appropriate boundaries with participants to assure that all participants are treated equally
- Monitor and assist participants with computers and employment related issues, as needed
- Assist participants in creating and updating their resumes, completing online employment applications and other employment related task
- Provide conflict de-escalation when tension arises among participants to help sustain a peaceful and safe space for everyone
- Assist with organizational and clerical tasks; such as filing, updating flyers and organizing resources
- Provide information and referrals to participants, when possible
- Assist with and/or facilitate employment related support groups, as needed and if possible.
- Other duties as needed

**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

**QUALIFICATIONS:**

- Experience with peer counseling, especially working with folks experiencing homelessness, previous incarcerated, substance use and/or mental health challenges

- Previous personal experience with poverty, homelessness, mental illness, and/or substance use issues.
- Demonstrated ability to actively engage & assess people who are experiencing homelessness, active drug use, mental illness, and other barriers to stability and health utilizing the modalities of harm reduction and self-help. Ability to work compassionately with those who have difficulty engaging with service providers.
- Working knowledge of MS office and ability to teach it to others.
- Ability and skill to become familiar with all participants who regularly visit the center and to motivate and engage them into services and activities as they are ready. Ability to develop effective relationships following the principles of harm reduction.
- Ability to effectively resolve conflicts among residents and to de-escalate potentially violent situations.
- Ability to work professionally and ethically in a team setting, including the ability to maintain a high level of confidentiality.
- Excellent interpersonal communication and active listening skills.
- Ability to attend staff meetings and trainings that are not during regular shift hours.
- Commitment to social justice.

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.