

CENTRAL CITY HOSPITALITY HOUSE
JOB DESCRIPTION

POSITION: Employment Case Manager
PROGRAM: Employment Program
REPORTS TO: Employment Program Manager
STATUS: SALARY, \$41,724 annually, Regular, Non-Exempt, Union Position, Plus Benefits
SCHEDULE: 40 hrs/wk: Mon 9am-5pm

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.

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 resource centers.

PURPOSE OF THE POSITION:

The purpose of the Bilingual/Employment Case Manager position is to staff the Employment Program and provide participant-centered, compassionate, non-judgmental, high quality services to all who enter the program. The Bilingual/Employment Case Manager will have a working knowledge of computers, as well as employment and training related resources in San Francisco and will link participants to appropriate resources. The Bilingual/Employment Case Manager will staff the drop-in computer lab, assist participants with computer related questions, create and update resumes, complete online job applications, enforce program policies and assist with program events.

DESCRIPTION OF DUTIES:

- Bilingual in English/Spanish is strongly preferred.
- 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.
- Work with participants one on one to remove barriers to employment, and assist them in achieving their short term and long term goals for education and/or employment
- Enroll participants into the Employment Program and maintain appropriate and necessary documentation, per the program's contracts, while maintaining the highest level of confidentiality
- 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:

- Bilingual in English/Spanish is strongly preferred.
- Experience with peer counseling, especially working with folks experiencing homelessness, previous incarcerated, substance use and/or mental health challenges.
- Demonstrated experience with employment and job readiness services, and/or workforce programs and employers
- 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.
- Previous personal experience with poverty, homelessness, mental illness, and/or substance use issues.
- 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.
- Excellent documentation and organization skills.
- Ability to attend staff meetings and trainings that are not during regular shift hours.
- Commitment to social justice.

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

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.

RESUME & COVER LETTER TO:

Hospitality House/Employment Case Manager Search

290 Turk Street, San Francisco, CA 94102 or personnel@hospitalityhouse.org

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