

HOSPITALITY HOUSE **JOB ANNOUNCEMENT**

POSITION: Employment Peer Service Advocate
PROGRAM: Employment Program
REPORTS TO: Employment Program Manager
STATUS: SALARY, \$37,120, Regular, Non-Exempt, Union Position
SCHEDULE: 40 hrs/wk: Mon 9am-5pm
DEADLINE: Open until filled.

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.

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 Employment Peer Advocate position is to staff the Employment Resource Center and provide participant-centered, compassionate, non-judgmental, high quality services to all who enter the program. The Employment Peer Advocate 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

- 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 tasks.
- Provide conflict de-escalation when tension arises among participants to help sustain a peaceful and safe space for everyone.
- Provide information and referrals to participants, when possible.
- Assist with and/or facilitate employment related support groups, as needed and if possible.
- Attend agency meetings, community meetings, meetings with employers as needed and/or directed
- Other duties as needed.

QUALIFICATIONS:

- Bilingual Spanish/English strongly preferred.
- 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.
- Demonstrated experience with employment and job readiness services.
- 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.
- Excellent documentation and organization skills.
- Ability to attend staff meetings and trainings that are not during regular shift hours.
- Commitment to social justice.

RESUME & COVER LETTER TO:

Hospitality House/Temporary Employment Peer Service Advocate Search
290 Turk Street, San Francisco, CA 94102 or personnel@hospitalityhouse.org

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.