

CENTRAL CITY HOSPITALITY HOUSE **JOB DESCRIPTION**

POSITION: Part-time Employment Peer Advocate
PROGRAM: Employment Resource Center
REPORTS TO: Program Manager, Employment Resource Center
COMPENSATION: \$18,560 annually, plus benefits
STATUS: Regular, Non-Exempt, Union Position
SCHEDULE: Part time
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. 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 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 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 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.
- 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.
- Two years peer counseling experience, particularly working with diverse constituencies or a BA degree and related experience.
- 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.
- Bilingual Spanish/English a plus.

RESUME & COVER LETTER TO:

Hospitality House

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.