

## CENTRAL CITY HOSPITALITY HOUSE

### JOB ANNOUNCEMENT

**TITLE:** Substitute Peer Service Advocate – TSHC / Shelter / Sixth Street Self-Help Center  
**REPORTS TO:** Program Managers  
**COMPENSATION:** \$12.00/hour  
**STATUS:** Substitute (On-call), non-exempt, non-union position  
**DEADLINE:** Open until filled. Internal deadline is Noon, Monday, January 31, 2011; no exceptions.

#### ORGANIZATION DESCRIPTION:

Founded in 1967, Central City Hospitality House is a progressive, community-based organization located in San Francisco's Tenderloin neighborhood 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 various levels of decision-making and service-delivery.

Hospitality House has five programs. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are community centers that provide a range of emergency and support services using a low-threshold, peer-based, self-help model. In addition to housing, case management, harm reduction, and mental health support, the Centers have an extensive Employment Services component. The Shelter Program is a small men's dormitory that provides basic emergency shelter as well as one-on-one case management and counseling to assist people in moving into permanent housing and addressing other issues creating barriers to stability and self-sufficiency. 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 encompasses employment services, volunteer opportunities, and the Healing, Organizing and Leadership Development Program which trains interns in examining trauma and engaging in community organizing. All programs work together to provide a range of support, resources, and opportunities for people to achieve stability and self-sufficiency.

#### POSITION DESCRIPTION:

Under the supervision of the Program Manager, Substitute Peer Service Advocates will provide crisis intervention and peer counseling to motivate participants to engage in services, reduce harm, and improve their physical, emotional, and economic health. Substitute Peer Service Advocates will conduct outreach in the community; staff the program areas, especially focusing on reaching out to individuals who may be withdrawn or have a difficult time engaging with services; and provide brief initial assessments to identify high-risk participants who need immediate attention. Substitute Peer Service Advocates will have a working knowledge of resources in San Francisco and will link participants to appropriate programs, providing advocacy, as needed. Shelter staff will be responsible for coordinating and tracking residents' status through the citywide CHANGES system and will follow all procedures required by this system. There will be a high level of expectation placed on successful participant engagement; prompt, effective service delivery; and follow-through.

#### QUALIFICATIONS:

- Previous 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.
- 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, active listening, documentation and organization skills.
- Ability to attend staff meetings and trainings that are not during regular shift hours.
- Bilingual Spanish/English preferred.
- Ability to be contacted by telephone and to report for shifts the same day.

#### RESUME & COVER LETTER TO:

Central City Hospitality House/Substitute Peer Service Advocate Search  
290 Turk Street, San Francisco, CA 94102  
or [personnel@hospitalityhouse.org](mailto:personnel@hospitalityhouse.org)

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