

HOSPITALITY HOUSE **JOB ANNOUNCEMENT**

TITLE: Program Manager, Employment Program
REPORTS TO: Director of Programs
COMPENSATION: Depending on Experience; annually plus benefits
STATUS: Full-time, exempt, non-union position; shift flexibility required.
DEADLINE: **Open until filled**

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 that 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 six integrated programs at four locations in our core neighborhoods. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are two behavioral health-based community centers that provide emergency and support services, benefits advocacy, housing referrals, and access to individual therapy using a low-threshold, peer-based, self-help model. Together, these centers reach thousands of community residents every year. The Shelter Program is a small men's congregate emergency shelter that provides one-on-one case management and advocacy, daily meals, and wellness support for up to 22 men each night. The Community Arts Program is the City's only free fine arts studio for low-income artists offering skills workshops for artists to hone their talents, open studio hours, ceramics, silk-screening, and other classes, with gallery & exhibition space for artists to sell their work – and keep 100% of the proceeds. The Community Building Program includes weekly support groups, volunteer opportunities, civic engagement activities, and the Healing, Organizing & Leadership Development Program, featuring trauma-informed healing and activism for community residents. The Employment Program offers job readiness and barrier removal services, job training resources, vocational assessment, job fairs, and placement assistance through two neighborhood-based resource centers.

All programs provide individual support, community resources, and employment and housing opportunities to help residents rebuild their lives, celebrate creativity, achieve stability, and strengthen community connection.

POSITION DESCRIPTION:

The Program Manager will provide supervision and support to employment staff, direct program activities, and be accountable to the provision of participant-centered quality services that are consistent with the agency's philosophy and standards. In addition to supervising Hospitality House's employment program, this position will be the coordinator of activities for the Homeless Workforce Collaborative, a nine-agency collaborative of which Hospitality House is a lead member. This includes serving as the convener of meetings, coordinating referrals and services amongst partners, conducting outreach to potential clients, engaging new employers, and providing job brokerage services.

QUALIFICATIONS:

- 3 years experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, and/or other related issues.
- Demonstrated understanding of mental health issues and substance use dynamics; familiarity with current concepts of harm reduction and its application; understanding and sensitivity to diverse participant backgrounds.
- 3 years management experience in a community program or BA/MA degree in a related field with relevant supervisory experience.
- Previous experience recruiting and partnering with employers to increase opportunities for homeless job seekers.
- Commitment to social justice embodied in Hospitality House's Theory of Change.
- Experience adhering to grant reporting requirements, casework, and documentation of services.
- Experience leading collaborative processes, facilitating meetings, and coalition building.
- Implementation of personal & professional development opportunities for program staff.
- Serve as ambassadors for the organization.
- Management and oversight of program budget and spending documentation.
- Demonstrated commitment to peer-oriented service-delivery; to non-medical, self-help program models; and to participant involvement processes.
- Must be reliable, organized, attentive to detail, and able to multitask.
- Experience leading trainings and groups.
- Experience with community organizing and leadership development, preferably in a peer-based setting.

- Bilingual Spanish is strongly preferred.

RESUME, COVER LETTER & SALARY REQUIREMENTS TO:

Hospitality House/ Employment Program Manager 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.