

**HOSPITALITY HOUSE  
JOB ANNOUNCEMENT**

**TITLE:** Employment Case Manager  
**REPORTS TO:** Program Manager, Employment Resource Center  
**COMPENSATION:** \$45,884 annually, plus benefits  
**STATUS:** Full-time, non-exempt, union position  
**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 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 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 Resource Center 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.

**POSITION DESCRIPTION:**

Under the supervision of the Program Manager, and in conjunction with the Case Management Team, Case Managers will provide counseling, crisis intervention, and case management support to individuals in addressing employment goals, housing needs, mental health issues, substance use issues, medical needs, and benefits and legal advocacy, employing the modalities of harm-reduction and self-help. Case Managers will be an access point for participants to link to San Francisco's broader service system, including employment services, Sector Academies, shelters, transitional and permanent housing, substance use treatment, mental health services, legal, and health care services. They are responsible for engaging participants and maintaining relationships with them, which includes provision of intakes and assessments; service plan development; supporting participants in reaching their stated goals; and facilitating support groups.

**QUALIFICATIONS:**

- Two years recent experience in case management with specific expertise in working with people who have mental health and/or substance use issues. BA/Masters in Social Work, Psychology, Counseling or related field plus experience in mental health and/or substance use issues optional.
- Must have previous experience with client-centered case management, including creating and implementing case plans and linking individuals to various San Francisco employment services, housing options and treatment programs in San Francisco.
- Previous personal experience with poverty, homelessness, mental illness and/or substance use issues strongly preferred.
- Must be computer literate, specifically in MS Office applications, especially Word and Excel
- Must be able to engage successfully and work patiently with individuals who have multiple barriers to stability and have difficulty engaging with service providers. Must be willing and able to develop effective relationships following harm reduction principles.

- Must have the ability to work professionally and ethically in a team setting, including the ability to maintain confidentiality, stay focused on participants' case plans, and follow through on commitments in a timely and efficient manner.
- Must have excellent interpersonal communication and listening skills, good writing skills, and excellent documentation skills.
- Bilingual Spanish preferred.

**RESUME & COVER LETTER TO:**

Please send your resume and cover letter to [personnel@hospitalityhouse.org](mailto:personnel@hospitalityhouse.org), or mail them to us at:

Hospitality House/ Peer Service Advocate Search (Tenderloin Self-Help Center)  
290 Turk Street  
San Francisco, CA 94102

***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. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.