

**HOSPITALITY HOUSE
JOB ANNOUNCEMENT**

TITLE: Case Manager
REPORTS TO: Program Manager, Community Building Program
COMPENSATION: \$45,884 annually, plus benefits
STATUS: Full-time, non-exempt, union position
DEADLINE: Open until filled. Internal deadline is Thursday, February 13 at 5pm; no exceptions.

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. These are exciting times at Hospitality House, with our newly articulated theory of change bringing new energy and focus to our social change advocacy efforts.

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.

POSITION DESCRIPTION:

Under the supervision of the Program Manager, the Case Manager will provide crisis counseling and case management to adults, particularly those with significant mental health issues, to support them in transitioning from homelessness to into a more stable living situation. The Case Manager will act as an access point for residents into the broader spectrum of substance abuse treatment, medical, and community mental health systems in San Francisco. The Case Manager will work with participants on developing various life skills that are necessary for successful housing retention once they move into housing, including money management, budgeting, housekeeping, and other skills. The Case Manager will provide housing retention support, which includes managing a housing assistance fund; facilitating groups, workshops and socialization activities; and conducting case management sessions at the office or in clients' hotel rooms.

QUALIFICATIONS:

- 2 years' recent experience in case management with specific expertise in working with people who have mental health and/or substance use issues or BA in Social Work, Psychology, or Counseling with related experience.
- Previous personal experience with poverty, homelessness, mental illness and/or substance use issues *strongly preferred*.
- Must have previous experience with client-centered case management, including creating and implementing case plans and linking individuals to various San Francisco housing and treatment programs in San Francisco.
- 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.

RESUME & COVER LETTER TO:

Please email your cover letter and resume to personnel@hospitalityhouse.org, or mail them to us at:

Hospitality House/Case Manager Search (Community Building Program)

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.