

**HOSPITALITY HOUSE**  
**JOB ANNOUNCEMENT**

**TITLE:** Case Manager, Employment Program  
**REPORTS TO:** Program Manager, Employment Program  
**COMPENSATION:** \$45,884 annually, plus benefits  
**STATUS:** Full-time, non-exempt, union position  
**SCHEDULE:** Mondays -Friday 9am-5pm  
**DEADLINE:** Open until filled. Internal deadline is Wednesday, February 26 at 5pm; 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 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, and in conjunction with the Case Management Team, the Case Manager will provide crisis counseling and case management support to homeless adults in order to support them in moving from the Shelter Program into a more stable living situation. In addition, 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. Further, the Case Manager will work with residents on developing various life skills that are necessary for successful housing retention once they move out of the shelter; this includes money management/budgeting, housekeeping, and other skills.

**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.
- 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.
- Previous personal experience with poverty, homelessness, mental illness and/or substance use issues strongly preferred.
- 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](mailto:personnel@hospitalityhouse.org), or mail them to us at:

Hospitality House/Case Manager Search (Employment 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.