

## **HOSPITALITY HOUSE JOB ANNOUNCEMENT**

**TITLE:** Program Coordinator, Shelter Program  
**REPORTS TO:** Shelter Program Manager  
**COMPENSATION:** Depending on Experience; annually plus benefits  
**STATUS:** Full-time, exempt, non-union position  
**SCHEDULE:** Sunday 9 am-5 pm, Monday 10 am-6 pm, Tuesday 12 pm-8 pm, Wednesday and Thursday 2 pm-10 pm.  
**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, and opportunities for residents to exit homelessness. 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:**

The Shelter Program Coordinator assists the Shelter Program Manager with program oversight and compliance, and provides staff support in the absence of the Program Manager. Program Coordinator duties include (partial list): supervise all Substitute staff, and Shelter Program Peer Advocates as directed by the Shelter Program Manager, quality assurance, program compliance, and administrative support for the shelter program team, ensure compliance with the Shelter Grievance Policy and support all Shelter Program Staff in grievance hearings, as directed by the Shelter Program Manager, assist Program Manager in co-developing and co-facilitating skills-building and resource trainings for the Shelter Program team, share with the Shelter Program Manager of on-call status/availability by responding first to calls from shelter staff, call outs, emergency scheduling, and other program-related issues, ensure accuracy, reporting, and compliance of One System, CHANGES documentation

Additionally, the Shelter Program Coordinator ensures provision of services that are consistent with Hospitality House's mission, philosophical principles, and ethical standards, procedures; coordinates facility upkeep and maintenance; interacts directly with participants regarding program concerns.

### **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.
- 2 years' supervisory experience in a community program or BA/MA degree in related field with relevant supervisory experience, or any combination thereof. Previous supervisory experience *desired*, including familiarity with progressive disciplinary procedures.

- Experience adhering to grant reporting requirements, principles of strengths-based case management/advocacy, and documentation of services.
- Demonstrated commitment to peer-oriented service-delivery strategies; to non-medical, self-help program models; and to participant involvement processes.
- Must be reliable, highly organized, attentive to detail, and able to multi-task.

**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/Program Coordinator Search (Shelter)  
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.