

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

**TITLE:** Program Manager, Shelter Program  
**REPORTS TO:** Director of Programs  
**COMPENSATION:** DOE annually plus benefits  
**STATUS:** Full-time, exempt, non-union position; shift flexibility required.  
**DEADLINE:** Open until filled. Internal deadline is 5pm, Wednesday, September 18, 2019

**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.

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:**

The Program Manager is responsible for oversight of the Shelter Program and the provision of services that are consistent with the agency's mission, philosophical principles, and ethical standards. This position provides supervision and training to five Peer Advocates, one Case Manager, and several Substitute Staff; oversees adherence to policies and procedures; coordinates facility upkeep and maintenance; is responsible for reporting to funders regarding program performance; acts as liaison to the Department of Human Services for the CHANGES computer shelter reservation system; interacts directly with program residents regarding shelter issues; and represents the agency in community forums. The Program Manager is also part of the agency's Management Team, is on-call for program issues or emergencies, and must be available to work some evening hours.

**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.
- 2 years management experience in a community program or BA/MA degree in related field with relevant supervisory experience. Previous supervisory experience *required*, including familiarity with progressive disciplinary procedures.
- Experience adhering to grant reporting requirements, casework, and documentation of services.
- Ability to navigate computer database and to track services through the citywide shelter reservation system (CHANGES).
- Demonstrated commitment to peer-oriented service-delivery strategies; to non-medical, self-help program models; and to participant involvement processes.
- 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.

- Must be reliable, highly organized, attentive to detail, and able to multi-task.
- Bilingual Spanish preferred.

**RESUME, COVER LETTER & SALARY REQUIREMENTS TO:**

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

**Hospitality House/Program Manager 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.