



JOB ANNOUNCEMENT

TITLE: Bilingual Case Manager (Bilingual Spanish/English)
REPORTS TO: Program Manager, Community Building Program
COMPENSATION: \$41,724 annually, plus benefits
STATUS: Full-time, non-exempt, union position
DEADLINE: Open until filled.

ORGANIZATION DESCRIPTION:

Founded in 1967, 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.

Through six innovative and integrated programs, Hospitality House provides community-based solutions to the challenges facing our neighborhoods. 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. Since 1969, 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 is a hub for civic engagement, leadership development, and community building in the Tenderloin, offering a range of healing engagement, and skills-building opportunities for community residents who have experienced the trauma of poverty and disenfranchisement. 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 regular case management sessions at the office or in clients' hotel rooms, as appropriate.



QUALIFICATIONS:

- **Bilingual Spanish/English required.**
- Two 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:

Hospitality House/Case Manager Search
290 Turk Street, San Francisco, CA 94102
[or personnel@hospitalityhouse.org](mailto:personnel@hospitalityhouse.org)

Please specify the position for which you are applying. Please NO PHONE CALLS or VISITS.