

## HOSPITALITY HOUSE

### **JOB ANNOUNCEMENT**

**TITLE:** **Bilingual Case Manager (Bilingual Spanish/English)**  
**REPORTS TO:** Program Manager, Shelter Program/Shelter-In-Place Hotel (SIP)  
**COMPENSATION:** **\$51,504** annually, plus site differential and benefits  
**STATUS:** Full-time, non-exempt, union position  
**SCHEDULE:** Monday-Friday, 9am-5pm  
**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 integrated programs at five locations in our core neighborhoods. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are two behavioral health-based community centers that provide emergency and support services, benefits advocacy, housing referrals and access to individual therapy using a low-threshold, peer-based, self-help model. Together, these centers reach thousands of community residents every year. The Shelter Program now includes a 65-room Shelter-In-Place hotel that fosters a thriving community among persons previously experiencing homelessness, and helps residents improve their quality of life through 24-hour staffing and support, daily wellness visits, on-site meals, one-on-one case advocacy, and access to individual therapy. The Community Arts Program is the City's only free fine arts studio for low-income artists offering skills workshops for artists to hone their talents, open studio hours, ceramics, silk-screening, and other classes, with gallery & exhibition space for artists to sell their work – and keep 100% of the proceeds. The Community Building Program includes weekly support groups, volunteer opportunities, civic engagement activities, and the Healing, Organizing & Leadership Development Program, featuring trauma-informed healing and activism for community residents. The Employment Program offers job readiness and barrier removal services, job training resources, and vocational assessment, and job fairs and placement assistance through two neighborhood-based resource centers.

All programs provide a range of individual support, community resources, and employment and housing opportunities to help residents rebuild their lives, celebrate creativity, achieve stability, and strengthen community connection.

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.

#### **POSITION DESCRIPTION:**

Under the supervision of the Program Manager, and in conjunction with HH's Case Management Team and the multi-agency support team, the Case Manager/ Care Coordinator provides crisis counseling, resource access, and case advocacy and support to homeless adults to facilitate moving from the Shelter-in-Place (SIP) Hotel into a more stable living situation. In addition, the Case Manager will act as an access point for residents needing access to San Francisco's behavioral health, physical health, and community mental health systems. Further, the Case Manager will work with residents on enhancing various life skills necessary for housing retention once relocating from the SIP Hotel, e.g., money management/budgeting, daily living and self-care, and other skills. The successful candidate will need to participate in regular skills training/workshops offered by Hospitality House, other community partners, and our public funders

#### **QUALIFICATIONS:**

- **Bilingual Spanish/English required.**
- BA in Social Work, Psychology, Counseling or related field preferred plus two years recent experience in case management with specific expertise in working with people who have mental health and/or substance use issues. Masters degree in related field plus experience in mental health and/or substance use issues desirable.
- Previous personal/lived experience with poverty, homelessness, mental illness and/or substance use issues strongly preferred
- 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 comply with and manage caseload requirements for City & County data collection and management systems, e.g., RTZ, CHANGES, Coordinated Entry, etc.
- 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 residents' case plans, and follow through on commitments in a timely, efficient and effective manner.
- Must have excellent interpersonal communication and listening skills, good writing skills, and excellent documentation skills.

**RESUME & COVER LETTER TO:**

Hospitality House/Shelter Program/Shelter-in-Place 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.***