

CENTRAL CITY HOSPITALITY HOUSE
JOB ANNOUNCEMENT

JOB TITLE: Case Management Coordinator
REPORTS TO: Director of Community Engagement (via Community Building Program Manager)
COMPENSATION: **\$64,480 annually**, plus health, vision, dental benefits, 403(b) retirement plan
STATUS: Full-time Exempt
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 that 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 four 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 is a small men's congregate emergency shelter that provides one-on-one case management and advocacy, daily meals, and wellness support for up to 22 men each night. 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, vocational assessment, job fairs, and placement assistance through two neighborhood-based resource centers.

All programs provide 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, or local laws and ordinances. Pursuant to the San Francisco Fair Chance Ordinance, we will consider employment-qualified applicants with arrest and conviction records.

POSITION DESCRIPTION:

At the direction of the Director of Community Engagement and Community Building Program Manager, the purpose of this position is to provide coordination, support, and guidance for the Hospitality House case management team. The Coordinator will be responsible for ensuring best practices, resource access, team building and development for the HH Case Management team, as well as compliance with data collection requirements. The Coordinator serves as primary contact for outside agencies, build relationships with community partners, and support the Training Coordinator and Program Managers with their respective case managers to ensure consistency with Hospitality House's Theory of Change.

Specific roles of the Case Management Coordinator include:

- Coordinate skills-building training for the Hospitality House case management team
- Coordinate resource access for HH case management team, e.g., income support, housing subsidy programs, permanent supportive housing navigation, behavioral health resources, etc.

- Ensure familiarity and consistency with the agency's Theory of Change by agency case managers, to promote best practices across agency programs
- Coordinate utilization of HH Flex Fund and other resources, e.g., Problem Solving funds, by HH Case Managers
- Facilitate HH case management meetings, case conferences, FLEX/Problem Solving resource meetings, etc.
- Ensure compliance by HH case managers with Flex Fund and Problem-Solving protocols
- Serve as primary agency information contact for various City & County Department resource staff as needed, and manage access to online benefit portals, e.g., MyBenefits CalWIN
- Arrange resource presentations by outside agencies and City Department staff to support HH case management team
- Ensure HH case manager files/documentation meet compliance requirements, assist Program Managers as requested
- Coordinate data collection/entry as required, e.g., ONE System, Salesforce, etc.
- Assist the training coordinator with training and development opportunities for HH case management team

QUALIFICATIONS:

- Minimum two years' case management experience in nonprofit human service organization, preferably in homelessness response system
- Knowledge of current best practices in strengths-based, social-model case management
- Knowledge of, and familiarity with, SF homelessness response system, housing portal and subsidy programs, public assistance programs and behavioral health resources/eligibility requirements for people facing the challenges of poverty and homelessness
- Experience working with access protocols and data entry requirements for the SF ONE System
- Experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, or other related issues
- Ability to facilitate meetings and skills-building trainings for diverse learning styles
- Knowledge of harm reduction principles, trauma-informed, and trauma-responsive approaches
- Excellent written and oral communication skills and the ability to ensure proper documentation, case file entries and HIPAA compliance for case management files
- Commitment to principles of empowerment, community building, and social justice
- Ability to manage multiple tasks and deadlines and complete projects and reports on schedule
- Ability to work as a team player in a fast-paced, cooperative, flexible, and diverse environment
- Bilingual Spanish/English is strongly preferred.

RESUME, COVER LETTER TO:

Hospitality House/Case Manager Coordinator
 290 Turk Street, San Francisco, CA 94102 or personnel@hospitalityhouse.org

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