

## HOSPITALITY HOUSE

### JOB ANNOUNCEMENT

**TITLE:** Director of Programs  
**REPORTS TO:** Executive Director  
**COMPENSATION:** Generous compensation package includes health, dental, vision, and retirement benefits  
**STATUS:** Full-time, exempt  
**SCHEDULE:** Monday-Friday, 9am-5pm  
**DEADLINE:** Open until filled. Internal deadline is 5pm, Friday, November 19, 2021;  
No exceptions.

#### **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 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:**

The Director of Programs is responsible for oversight of all the agency's programs and development of services that are consistent with the agency's mission, theory of change, philosophical principles, and ethical standards. The position directly supervises multiple program managers and additional administrative support staff. As senior-level staff, the Director of Programs works closely with the other members of the Directors' Team on developing agency policy and making programmatic operations decisions for the entire organization.

The specific roles of the Director of Programs include the following:

- Provide supervision, coaching and support to program managers, blending administrative, supervisory, coaching and mentoring roles;
- Engage in program development and innovation;
- Identify, apply for, negotiate, report and ensure contract compliance on funding grants and contracts, which includes managing agency subcontractors and supervising the Program Compliance Coordinator;
- Conduct program evaluation to present program outcomes in a compelling story, overhauling the current system and supervising the Data Collection Specialist;

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- Direct the new employee orientation process;
- Facilitate the participant grievance process as carried out by program managers;
- Link the Board of Directors with program managers, and staff the Policy & Program Subcommittee;
- Participate in overall leadership of the organization as a senior leader and active member of the Directors' Team
- Embody commitment to the mission and values of the agency;
- Enact the agency's theory of change as a vocal leader in the agency's advocacy for social change;
- Ensure that the organization's vision is articulated to the staff and constituency;
- ~~Provide supervision, coaching and support to program managers;~~

#### QUALIFICATIONS:

- Bilingual Spanish/English strongly preferred.
- Strong senior management experience with minimum 5 years' experience in non-profit program administration OR BA/BS Degree AND a minimum of 3 years' experience strong senior management experience.
- Personal and professional development experience with 3 years of experience supervising, coaching or mentoring staff
- Strong grant-writing skills and experience, specifically with government contract compliance and reporting skills
- Program evaluation experience, preferably with evaluation design and implementation skills
- Familiarity with San Francisco social services and the political landscape for people facing the challenges of poverty and homelessness
- Excellent written and oral communication skills as well as the ability to plan and organize effectively
- 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
- Expertise using Word, Excel, Publisher, and other applicable software
- Experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, and/or other related issues
- Understanding of mental health issues and substance use dynamics; familiarity with current concepts of harm reduction; sensitivity to diverse participant backgrounds
- Demonstrated ability to get high-level work done while exercising strong people skills
- Knowledge of harm reduction principles, to accept people as they are and empower them to reach their full potential
- Commitment to social justice and racial equity

#### RESUME & COVER LETTER TO:

Hospitality House/Director of Programs 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.***

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