

## HOSPITALITY HOUSE JOB ANNOUNCEMENT

**POSITION:** Employer Liaison Case Manager  
**REPORTS TO:** Employment Program Manager  
**COMPENSATION:** \$58,240 annually, plus benefits  
**STATUS:** Full-Time, Non-Exempt, Union Position  
**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.

### POSITION DESCRIPTION:

The purpose of the Employer Liaison Case Manager position is to staff the Employment Program and provide person-centered, compassionate, non-judgmental, high quality services to all potential job-seekers who enter the program. The Employer Liaison Case Manager provides employers with information regarding the services offered by the Tenderloin Neighborhood Jobs Center and maintains an employer contact management database. This position also develops and implements recruiting and preparation events. This includes organizing job/career fairs and professional development events and collaborating with local business and employers to identify areas of need as it relates to recruitment. The Employer Liaison Case Manager will consult employers on how to best meet the talent needs of job-seekers by seeking internship opportunities, earn and learn programs and full-time employment by traveling to employer sites and actively engaging hiring managers and recruiters. As job-seekers receive placements, the Employer Liaison Case Manager monitors and tracks hires, surveys employers and reports recruiting activity in appropriate databases.

### QUALIFICATIONS:

- 3 years' experience working with people experiencing poverty, homelessness, mental health issues, active drug use and/or other related issues OR a BA/BS in Social Work, Psychology, Counseling or related field plus two years' recent experience in case management with specific expertise in working with people who have mental health and/or substance use issues.
- 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 housing and job training programs in the San Francisco Bay Area.

- 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.
- Ability to maintain professional relationships and provide excellent customer service with employers, peers and job-seekers.
- Possess skills to carry out job development activities, including but not limited to: networking, marketing, identification of potential placement opportunities, touring of companies, identification of business decision makers, building and maintaining business relationships, and securing positions for job-seekers
- 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.
- Willingness to participate in organization functions and attend staff meetings and trainings as scheduled
- Must be able to comply with and manage caseload requirements for City & County data collection and management systems.
- Must have excellent interpersonal communication and listening skills.
- Must have good writing skills, and documentation skills.
- Willingness to learn coaching and motivational interviewing.
- Commitment to social justice and personal & professional development.

**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.

**RESUME & COVER LETTER TO:**

Hospitality House/ Employer Liaison Case Manager (Employment Program)  
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.***