HOSPITALITY HOUSE
JOB ANNOUNCEMENT

POSITION: Housing Liaison Employment Case Manager
REPORTS TO: Employment Program Manager
COMPENSATION: $50,464 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. 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 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.

POSITION DESCRIPTION:
The purpose of the Housing Liaison Employment 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 Housing Liaison Employment Case Manager must be familiar with employment and training related resources in San Francisco and will link job seekers and others to appropriate resources. The Housing Liaison Employment Case Manager will staff the drop-in computer lab, assist job seekers with online job search-related questions, create and update resumes, complete online job applications, ensure a safe and welcoming environment for all, and assist with planning and coordination of program events.

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 treatment 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.
- Conduct on-going community outreach and presentations to various housing property owners, landlords, community partners and potential supporters about housing assistance programs.

- Identify and recruit properties that are willing to lease to participants in various rental assistance programs, who may have barriers to housing such as criminal history, evictions, poor credit and/or minimal income.
- Build partnerships and formal agreements with property owners/property managers.
- Possess a skilled, working knowledge of general property management practices, Fair Housing legislation, Public Housing Authority practices, Housing Choice Voucher (HCV) processes etc.
- Track and report efforts to recruit property owners/property managers to participate in low barrier housing programs and monitor units.
- 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 be able to comply with and manage caseload requirements for City & County data collection and management systems.
- Ability to take initiative with limited direction.
- Comfortable building relationships through face-to-face conversations.
- 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/ Housing Liaison Employment Case Manager (Employment Program)
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.