

## HOSPITALITY HOUSE

### **JOB ANNOUNCEMENT**

**TITLE:** Peer Service Advocate – Shelter  
**REPORTS TO:** Program Manager or Shift Coordinator, Shelter Program  
**COMPENSATION:** **\$45,860** annually, plus site differential and benefits  
**STATUS:** Full-time, 40 hours, non-exempt, union position  
**SCHEDULE:** Work hours: 7AM-3:00PM  
**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 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/or Shift Coordinator, Peer Service Advocates will provide crisis intervention and peer counseling to motivate Shelter In Place hotel residents to engage in services, reduce harm, and improve their physical, emotional, and economic health. Peer Service Advocates will staff program activities and assure the safety and comfort of residents in their care. They will be responsible for coordinating and tracking residents' status through the citywide CHANGES system and will follow all procedures required by this system. There will be a high level of expectation placed on respectful, compassionate, culturally-competent, attentive treatment of community residents to ensure the health and safety of everyone in the Shelter-In-Place hotel.

#### **QUALIFICATIONS:**

- Two years peer counseling experience, particularly working with diverse constituencies or a BA degree and related experience.
- Previous personal experience with poverty, homelessness, mental illness, and/or substance use issues.
- Demonstrated ability to actively engage & assess people who are experiencing homelessness, active drug use, mental illness, and other barriers to stability and health utilizing the modalities of harm reduction and self-help. Ability to work compassionately with those who have difficulty engaging with service providers.

- Ability and skill to become familiar with all participants who regularly visit the center and to motivate and engage them into services and activities as they are ready. Ability to develop effective relationships following the principles of harm reduction.
- Ability to effectively resolve conflicts among residents and to de-escalate potentially violent situations.
- Ability to work professionally and ethically in a team setting, including the ability to maintain a high level of confidentiality.
- Excellent interpersonal communication, active listening, documentation and organization skills.
- Ability to attend staff meetings and trainings that are not during regular shift hours.

**RESUME & COVER LETTER TO:**

Hospitality House/Peer Service Advocate Search (Shelter)  
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.***