

## **HOSPITALITY HOUSE** **JOB ANNOUNCEMENT**

**TITLE:** Program Coordinator, Shelter Program  
**REPORTS TO:** Shelter Program Manager  
**COMPENSATION:** \$64,480 plus benefits  
**STATUS:** Full-time Exempt  
**DEADLINE:** Open until filled.  
**HOURS:** **Sat-Sun: 12am-8am | Mon: 9am-1pm & 4pm-8pm | Tues-Wed: 4pm-12am**

### **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 Shelter Program Coordinator assists the Shelter Program Manager with program oversight and compliance, and provides staff support in the absence of the Program Manager. Program Coordinator duties include (partial list): supervise all Substitute staff, and Shelter Program Peer Advocates as directed by the Shelter Program Manager, quality assurance, program compliance, and administrative support for the shelter program team, ensure compliance with the Shelter Grievance Policy and support all Shelter Program Staff in grievance hearings, as directed by the Shelter Program Manager, assist Program Manager in co-developing and co-facilitating skills-building and resource trainings for the Shelter Program team, share with the Shelter Program Manager of on-call status/availability by responding first to calls from shelter staff, call outs, emergency scheduling, and other program-related issues, ensure accuracy, reporting, and compliance of One System, CHANGES documentation. Additionally, the Shelter Program Coordinator ensures provision of services that are consistent with Hospitality House's mission, philosophical principles, and ethical standards, procedures; coordinates facility upkeep and maintenance; interacts directly with participants regarding program concerns.

### **QUALIFICATIONS:**

- 3 years' experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, and/or other related issues.
- Demonstrated understanding of mental health issues and substance use dynamics; familiarity with current concepts of harm reduction and its application; understanding and sensitivity to diverse participant backgrounds.
- 2 years' supervisory experience in a community program or BA/MA degree in related field with relevant supervisory experience, or any combination thereof. Previous supervisory experience *desired*, including familiarity with progressive disciplinary procedures.
- Experience adhering to grant reporting requirements, principles of strengths-based case management/advocacy, and documentation of services.
- Demonstrated commitment to peer-oriented service-delivery strategies; to non-medical, self-help program models; and to participant involvement processes.
- Must be reliable, highly organized, attentive to detail, and able to multitask.

**RESUME & COVER LETTER TO:**

Hospitality House/Shelter Program Coordinator 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.***

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.