

HOSPITALITY HOUSE

JOB ANNOUNCEMENT

TITLE:	Program Manager, Community Building Program
REPORTS TO:	Director of Community Initiatives
COMPENSATION:	\$75,000 annually plus benefits
STATUS:	Full-time, exempt, non-union position; shift flexibility required.
DEADLINE:	<u>Open until filled.</u>

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 is a small men's dormitory that provides basic emergency shelter as well as one-on-one case management. 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 this position is to lead the Community Building Program. The position provides oversight, training and support for three Peer Advocates and two Case Managers who staff the Support Services for Housing component, the volunteer program and activities, and the HOLD Program. Responsibilities of this project include managing the program planning, implementation, screening, and clinical service provision for participants impacted by trauma; conducting community organizing around community violence prevention, socialization, and cultural events in order to engage participants and community residents in positive, life-affirming activities; managing the peer internship project, including curriculum development and management of subcontractors and guest speakers; and representing Hospitality House and our constituents in relevant community forums, organizing efforts and campaigns. The position is also responsible for managing the contracts, data collection, and reporting for all aspects of the program. The Program Manager is part of the agency's Management Team, is on-call for program issues or emergencies, and must be available to work some evening hours.

QUALIFICATIONS:

- 3 years' counseling 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.
- Bilingual Spanish strongly preferred.
- 2 years' management experience in a community program or BA/BS or MA/MS degree in related field with relevant supervisory experience. Previous supervisory experience is required, including familiarity with progressive disciplinary procedures and staff evaluations. Ability to act as coach and mentor to program staff.
- Demonstrated commitment to peer-based service-delivery is required.
- Experience adhering to grant reporting requirements, casework, and documentation of services.
- Management and oversight of program budget and spending documentation.

- Demonstrated commitment to peer-oriented service-delivery; to non-medical, self-help program models; and to participant involvement processes.
- Must be reliable, organized, attentive to detail, and able to multi-task.
- Experience leading trainings and groups.
- Experience with community organizing and leadership development, preferably in a peer-based setting.
- Commitment to social justice embodied in Hospitality House's Theory of Change.
- Implementation of personal & professional development opportunities for program staff.
- Serve as ambassadors for the organization.

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 & SALARY REQUIREMENTS TO:

Central City Hospitality House/ Program Manager Search
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.