

## **HOSPITALITY HOUSE**

### **JOB ANNOUNCEMENT**

**TITLE:** Case Manager (Bilingual Spanish/English)  
**REPORTS TO:** Program Manager, Sixth Street Self-Help Center  
**COMPENSATION:** \$41,724 annually, plus benefits  
**STATUS:** Full-time, non-exempt, union position  
**DEADLINE:** Open until filled.

#### **ORGANIZATION DESCRIPTION:**

Founded in 1967, 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 which foster self-sufficiency and cultural enrichment. We use a peer-based approach and encourage involvement from our participants on various levels of decision-making and service-delivery.

Hospitality House has four programs. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are community centers that provide a range of emergency and support services using a low-threshold, peer-based, self-help model. In addition to housing, case management, harm reduction, and mental health support, the Centers have an extensive Employment Services component. The Shelter Program is a small men's dormitory that provides basic emergency shelter as well as one-on-one case management and counseling to assist people in moving into permanent housing and addressing other issues creating barriers to stability and self-sufficiency. The Community Arts Program is a unique space where individuals can create, house and sell artwork, offering open studio hours, workshops, a creative writing class, and an opportunity for artists to exhibit and sell their work. All programs work together to provide a range of support, resources, and opportunities for people to achieve stability and self-sufficiency.

#### **POSITION DESCRIPTION:**

Under the supervision of the Program Manager, and in conjunction with the Case Management Team, the Case Manager will provide counseling, crisis intervention, and case management support to individuals who access the Self-Help Center. Case Managers will assist in addressing housing needs, mental health issues, substance use issues, medical needs, and benefits and legal advocacy, employing the approaches of harm-reduction and self-help. Case Managers will engage participants and maintain relationships with them, which includes provision of intakes and assessments; service plan development; supporting participants in reaching their stated goals; and facilitating support groups. In addition, Case Managers will act as an access point for participants into the broader spectrum of substance abuse treatment, medical, and community mental health systems in San Francisco.

#### **QUALIFICATIONS:**

- BA 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. Masters degree in related field plus experience in mental health 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 San Francisco housing and treatment programs in San Francisco.
- Previous personal experience with poverty, homelessness, mental illness and/or substance use issues strongly preferred.
- 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.
- 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 have excellent interpersonal communication and listening skills, good writing skills, and excellent documentation skills.
- Bilingual Spanish/English required.

#### **RESUME & COVER LETTER TO:**

Hospitality House/Case Manager Search  
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.***