

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

**TITLE:** Substitute Peer Advocate  
**REPORTS TO:** Program Manager  
**COMPENSATION:** \$17.90 per hour  
**STATUS:** On-Call, non-exempt, non-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 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:**

Under the supervision of the Program Manager, Substitute Peer Advocates will provide crisis intervention and peer counseling to motivate participants to engage in services, reduce harm, and improve their physical, emotional, and economic health. Substitute Peer Advocates will conduct outreach in the community; staff the program areas, especially focusing on reaching out to individuals who may be withdrawn or have a difficult time engaging with services; and provide brief initial assessments to identify high-risk participants who need immediate attention. Substitute Peer Advocates will have a working knowledge of resources in San Francisco and will link participants to appropriate programs, providing advocacy, as needed. Shelter staff 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 successful participant engagement; prompt, effective service delivery; and follow-through.

**QUALIFICATIONS:**

- Entry-level position.
- Bilingual Spanish/English preferred.
- Previous personal and/or lived experience with poverty, homelessness, mental illness, and/or substance use issues.
- Ability to be contacted by telephone and to report for shifts the same day.
- Demonstrated ability to actively engage people experiencing homelessness, active drug use, mental illness, and other barriers to stability and health utilizing harm reduction and self-help principles. Ability to work compassionately with those who may have difficulty engaging with more traditional services.
- Ability to effectively resolve conflicts among community members and to de-escalate tense situations.
- Ability to work professionally and ethically in a team setting, and able to maintain a high degree of confidentiality.
- Demonstrate aptitude for documentation, time management, and organizational skills.
- Excellent interpersonal communication and active listening skills
- Willingness to attend staff meetings and trainings that are not during regular shift hours.
- Commitment to 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/Substitute Peer Advocate 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.***