

## HOSPITALITY HOUSE

### **JOB ANNOUNCEMENT**

**JOB TITLE:** Training Coordinator  
**REPORTS TO:** Director of Training and Organizational Development  
**COMPENSATION:** **\$64,480** plus health, vision, dental benefits, 403(b) retirement plan  
**STATUS:** Full-time, Exempt  
**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 decision-making and service delivery levels.

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.

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, or local laws and ordinances. Pursuant to the San Francisco Fair Chance Ordinance, we will consider employment-qualified applicants with arrest and conviction records.

#### **POSITION DESCRIPTION:**

The purpose of this position is to coordinate Hospitality House's skills-building trainings and workshops for HH peer staff and other agency staff, and to ensure that the agency's programs and development of services are consistent with the agency's mission, Theory of Change, philosophical principles, and ethical standards. At the direction of the Director of Training & Organizational Development, the Training Coordinator will design and facilitate agency-wide, peer staff and cohort trainings, arrange outside presentations and specialized trainings, and support Program Managers as requested with particilay

The specific roles of the Training Coordinator include the following:

- Enhance and guide Hospitality House agency-wide staff training and professional development efforts
- Supporting the agency's peer staff teams - substitutes, peer advocates - with training and development opportunities
- Assist with the agency-wide effort to produce, design, and implement the Hospitality House Training Manual with Theory of Change values and principles.
- Assist the director of training & organizational development with maintaining and updating core competencies for the agency's peer staff positions.
- Provide outside training to interested community-based organizations.
- Recruit trainers and presenters for a more robust staff training and development portfolio.
- Coordinate the agency volunteer program in consultation with the director of development and training and organizational development.

- Work with the case manager coordinator on training and development opportunities for the case management staff.
- In partnership with the Director of Community engagement and Director of Training and Organizational Development, articulate the organization's Theory of Change to staff, community members and other stakeholders

**QUALIFICATIONS:**

- Personal and professional development experience with two years of experience supervising, coaching, or mentoring staff
- Demonstrated experience in skills-building training and development design and implementation
- Experience facilitating peer-based trainings and workshops for a diverse audience of learners and learning styles
- Experience working with people experiencing poverty, homelessness, mental health issues, active drug use, life-threatening illnesses, social disenfranchisement, or other related issues
- Knowledge of harm reduction principles, trauma-informed, and trauma-responsive approaches
- Knowledge of and familiarity with relevant training and professional development tools, and best practices
- Familiarity with San Francisco social services for people facing the challenges of poverty and homelessness
- Excellent written and oral communication skills and the ability to organize and lead training workshops, presentations, etc.
- Commitment to principles of empowerment, community building, and social justice
- Ability to manage multiple tasks and deadlines and complete projects and reports on schedule
- Ability to work as a team player in a fast-paced, cooperative, flexible, and diverse environment
- Expertise using Word, Excel, Publisher, and other applications, including Google-Suite
- Bilingual Spanish/English is strongly preferred.

**RESUME, COVER LETTER TO:**

Hospitality House/Training Coordinator  
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.***