

**HOSPITALITY HOUSE  
JOB ANNOUNCEMENT**

**TITLE:** Program Coordinator, Tenderloin Self Help Center  
**REPORTS TO:** Program Manager  
**COMPENSATION:** \$62,400 annually plus benefits  
**STATUS:** Full-time, 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:**

The Program Coordinator assists the Tenderloin Self Help Center's Program Manager with program oversight and compliance, and provides staff support in the absence of the Program Manager. Program Coordinator duties include (partial list): supervision of staff as directed by Program Manager, quality assurance, program compliance, and administrative support for the program team. Assist Program Manager in co-developing and co-facilitating skills-building and resource trainings for the Program team, share with the Program Manager on-call status/availability by responding to calls from program staff, call outs, emergency scheduling, and other program-related issues, and ensure accuracy, reporting, and program compliance.

Additionally, the 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 multi-task.
- Bilingual Spanish/English desired.

**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:**

Hospitality House/ TSHC Program Coordinator Search

290 Turk Street

San Francisco, CA 94102

or [personnel@hospitalityhouse.org](mailto:personnel@hospitalityhouse.org)