



JOB ANNOUNCEMENT

Position: Hope Center Program Manager

Reports to: Director of Programs

Type: Full-Time Exempt

ORGANIZATION DESCRIPTION

Opened in 1998, San Francisco SafeHouse is a 501(c)3 non-profit program that works to empower and support womxn who are experiencing housing instability and sexual exploitation or trafficking, by creating survivor-centered spaces, services, advocacy, and community education. San Francisco SafeHouse offers both transitional housing and a drop-in center, The Hope Center. At both programs, participants are offered housing assistance, intensive case management, trauma informed groups, and a wide array of other services.

POSITION DESCRIPTION

The Hope Center Program Manager is responsible for the day-to-day direct services programming of SafeHouse's drop-in services center in the Tenderloin. This is a full time, exempt position.

The schedule for this position is Monday through Friday, 9:30am-5:30pm. Friday is an optional remote day for all staff members at this site.

SCOPE AND RESPONSIBILITIES:

Program Management and Operation (50%)

- Plan and facilitate the operation of the drop-in services center
- Collaborate with other community partners to provide coordinated services to participants
- Implement and oversee volunteer management program
- Develop and implement outreach strategies to reach unhoused women on the street
- Oversee appropriate spending of program and facilities budget
- Ensure that all contract goals and deliverables are met in a timely manner and utilize agency performance measures
- Coordinate maintenance and contractor needs for the program site

Supervisory Responsibilities (40%)

- Provide routine supervision for on-site staff and volunteers, including two case managers
- Facilitate weekly staff meeting and weekly case review
- Oversee scheduling of on-site employees, approving and submitting timesheets
- Assist with maintaining HR documents, including conducting regular performance evaluations

Direct Services Support (10%)

- Provide crisis intervention and management as appropriate and needed
- Facilitate routine client support groups
- Engage with program participants around programmatic concerns and issues

Qualifications:

- At least 2 years of experience supervising paid, full-time staff in direct services setting required
- Master's in Social Work, Counseling Psychology or related field preferred
 - ASWs, AMFTs, APCCs have the opportunity to receive clinical supervision provided by a licensed MFT
- Significant relevant direct service experience working directly with vulnerable populations
- Commitment to personal and systemic anti-oppression work
- Understanding of, and experience with, survivor centered approaches as well as harm reduction and trauma informed modalities
- Have outstanding team-building, decision making and leadership skills
- Bilingual in a language other than English a plus

San Francisco SafeHouse is an equal opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law.

SafeHouse is committed to centering and supporting the voices of survivor leaders. Applicants with lived experiences of homelessness, sexual exploitation or other overlapping vulnerabilities are highly encouraged to apply

COMPENSATION: The salary range for this position is between \$70,000-75,000 annually, based upon experience. Benefits include vacation days, health/dental/vision insurance and employer-matched IRA.

SPECIAL ADA REQUIREMENTS:

San Francisco SafeHouse is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disability, and will make reasonable accommodation when necessary. Position requires both standing and sitting and working at a keyboard for extended periods of time.

TO APPLY: Send a cover letter and resume to careers@sfsafehouse.org with "HC Program Manager" in the subject line