



JOB ANNOUNCEMENT

Position: Program Assistant

Reports to: Program Manager

Type: Full-Time Non-Exempt

ORGANIZATION DESCRIPTION

Opened in 1998, San Francisco SafeHouse is a 501(c)3 non-profit program that provides supportive services to homeless women surviving sexual exploitation. San Francisco SafeHouse offers both transitional housing and a day program, The Hope Center. SafeHouse staff provide guidance through the women's recovery providing a gender specific response to sexual exploitation, homelessness, and trauma. At both programs, participants are offered therapy, intensive case management, trauma informed groups, and a wide array of other services.

POSITION DESCRIPTION

The Program Assistant is responsible for 1) Providing a safe and welcoming environment for clients; 2) Conducting initial evaluation for qualification of program 3) Managing admissions and intake activities for clients 4) Maintaining a working relationship with other community providers 5) Providing administrative assistance to Executive Director and Director of Programs.

SCOPE AND RESPONSIBILITIES:

Direct Services (65%)

- Act as initial point of contact for clients seeking to enter SafeHouse programs
- Assess clients for program eligibility and complete all intake activities for clients, including eligibility forms and strengths based assessments
- Answer all incoming calls, respond timely to referrals, manage intake appointments, and document contact with potential clients
- Assist case management team in preparing for groups on topics such as wellness, domestic violence, women's empowerment etc.
- Conduct outreach activities to engage client population
- Create flyers and post information on relevant resources for clients

Administrative Duties (35%)

- Open client files and keep detailed and updated intake information
- Manage waitlist for transitional housing program
- Develop and maintain ongoing relationship with partner organizations and referral sources
- Attend staff meetings and trainings

- Provide administrative support for Executive Director and Director of Programs as needed
- Assist with Hope Center office supply ordering and related tasks
- Other duties as assigned

Qualifications:

- Bilingual and bicultural Spanish, Chinese, Tagalog, Vietnamese, or Thai highly preferred.
- Bachelor's degree preferred, with at least 1 years of experience in social services working with vulnerable populations. Human Trafficking Training and Domestic Violence Training required within six months of hire.
- Ability to work a 40-hour work week including at least one weekend day and occasional major holidays
- Aware of trauma-informed care, harm reduction models and cultural humility
- Commitment and understanding of social justice and systems of oppression
- Proficiency in Microsoft Office, including Word and Excel
- Ability to work independently and in a team environment

COMPENSATION: The salary range for this position is between \$40,000-\$48,000 annually, based upon experience. Benefits include vacation days and health/dental/vision insurance.

San Francisco SafeHouse is an affirmative action employer. All interested individuals, including survivors, people of color, women, persons with disabilities, formerly incarcerated people and persons who are lesbian, gay, bisexual, transgender and/or intersex are encouraged to apply.

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, resume and contact information for 3 references to careers@sfsafehouse.org