



JOB ANNOUNCEMENT

Position: Care Coordinator

Reports to: Site Manager

Type: Full-Time, Non-Exempt

ORGANIZATION DESCRIPTION

Opened in 1998, San Francisco SafeHouse is a 501(c)3 non-profit program that provides housing and supportive services to unhoused women who have experienced sexual exploitation or sex trafficking. San Francisco SafeHouse oversees transitional housing, a drop-in center, and housing assistance programs for these survivors. SafeHouse is committed to providing survivor-centered services and support at all of its locations. In response to the public health crisis of COVID-19, SafeHouse is expanding services to include management of a hotel shelter-in-place site for vulnerable unhoused members of the broader San Francisco community.

POSITION DESCRIPTION

SafeHouse is currently hiring Care Coordinators for our new 61 bed mixed gender shelter-in-place hotel site. The care coordinator is responsible for providing and tracking critical services to previously unhoused participants identified as having one or more increased vulnerabilities to COVID-19. This is a full time, non-exempt position. Please note that this position is guaranteed to be funded for 1 year with a potential extension.

SCOPE AND RESPONSIBILITIES:

Direct Services (85%)

- Act as lead for hotel monitors on shift and assist Site Manager with overseeing function of assigned floor
- Oversee intake of participants and ensure all necessary program agreements and other documents are signed
- Perform needs assessment with each participant and link to appropriate care as needed

- Facilitate referrals to behavioral health, medical, permanent housing and other services as requested
- Assist with crisis management and safety planning for participants in regard to mental health symptoms, substance use, interpersonal violence or other concerns
- Work with participants to ensure smooth exit planning from hotel setting
- Translation and interpretation as needed.

Administrative Duties (15%)

- Ensure completion of all required forms and documents by participants
- Keep records for each client as well as bed utilization and availability through electronic health records system and assist with data tracking
- Attend staff meetings and trainings
- Other duties as assigned

Qualifications:

- 2 years of experience in a similar role preferred
- Bilingual & bicultural Spanish, Chinese, Tagalog, Vietnamese, Thai highly preferred.
- Commitment to social justice and understanding of system of oppression.
- Knowledge and experience related to working with sexual exploitation/trafficking survivors and/or homeless women preferred
- 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
- Ability to occasionally work some weekends and evenings
- Competency with Microsoft office programming including excel/word and comfort in learning electronic records system

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.

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 hourly rate for this position is \$27.88/hour. Benefits include vacation days and health/dental/vision insurance.

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 to kristen@sfsafehouse.org with subject line "Care Coordinator Position".