

**JOB DESCRIPTION**  
**PROGRAM MONITOR – CIVIC CENTER HOTEL**  
**FULL TIME & PART TIME - SWING SHIFT**

**WHO WE ARE**

Solutions SF is a social enterprise of Community Housing Partnership. We employ people who have previously experienced homelessness with barriers to employment, in transitional jobs to enable those individuals to earn an income and develop a career path

Community Housing Partnership believes that home has the power to stabilize a person's life. Built on a simple-but-powerful idea called supportive housing, we provide people experiencing homelessness with a place to call home combined with support services, like mental health services and job training. And we organize our residents and supporters to advocate for local and state policies, like affordable housing, to help people still on the streets or at risk of homelessness. Together, we're building a new future for our neighborhoods and the city we love.

**POSITION OVERVIEW**

The Program Monitor works at the Civic Center Hotel Navigation Center and acts as a resource and ally by proactively engaging with and assisting tenants and participants, supporting the routine operations of the property, maintaining a safe, clean, and comfortable environment, and ensuring the safety and security of all on site. This is an entry level position focused on those interested in a career in services/counseling. Skills gained leads to entry level case management.

**ESSENTIAL FUNCTIONS**

- Model excellent customer service at all times. Treat participants and tenants with respect and dignity
- Demonstrate courteous behavior, patience and cultural competency.
- Conduct rounds of both the interior (rooms, bathrooms, community areas) and exterior of the property on a regularly assigned schedule to maintain clean, safe environment
- Enforce all policies and procedures as outlined in each site's Operations Manual and House Rules to maintain building security. Follow new and revised procedures as developed and distributed.
- Maintain complete, accurate, objective and legible written communications including logs, records, incident reports, attendance, etc.
- Complete thorough handover of information including clear written and verbal communication at change of shift to ensure continuity of service
- Perform all duties within the Operations Manual and Procedures
- Proactively engage with participants and tenants, encouraging their engagement in activities, services, and harm reduction behaviors
- Maintain the confidentiality of participants and tenants at all times (see HIPAA, Privacy & Confidentiality Practices)
- Assist in meal and snack distribution
- Assist with laundry, including scheduling, coordination, reporting machine failure, and bagging participant/tenant laundry when left unattended

- Respond to building emergencies in compliance with the Operations procedures
- De-escalation of situations as they arise.
- Assist participants and tenants in completing maintenance work orders, incident reports, and complaints.
- Maintain a clean and presentable work area, building entry and lobby.
- Attend all required meetings and trainings; even when outside regular work hours
- Other duties as assigned and required

## **QUALIFICATIONS**

- High School Diploma or GED
- Must have a working cell phone with voice and text.
- Minimum of basic computer skills in Microsoft Office Suite (Outlook, Word, Excel)
- Good personal interaction and active listening skills, with proven problem solving and crisis resolutions skills and experience
- Ability to learn cultural competency skills, ethics, and boundaries in social services
- Demonstrated ability to use and continue to learn good judgment and self-management in critical or stressful situations.
- Able to verbally communicate clearly and be understood by Property Management, Resident Services, participants, tenants, and emergency personnel.
- Able to be clear, objective and accurate in all written communications, logs and incident reports.
- Able to visually identify individuals and provide description of individual to emergency responders
- Must be able to follow Community Housing Partnership's Code of Conduct and Dress Codes/Other Personal Standards policies/procedures
- Physically able to assist participants and tenants in case of emergency including conducting sweeps of each floor in case of emergency evacuation and physically able to conduct rounds.
- Move, bend, lift, carry, push, pull, and place objects weighing up to 40 pounds without assistance. Stand, walk or sit for an extended period or for an entire work shift. Requires repetitive motion, including utilizing telephone/computer for an extended period or for an entire shift.
- Must be able to stand for an 8 hour shift

## **PHYSICAL DEMANDS & WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit at their desk for long period, use hands to finger for computer keyboard input, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk up and down stairs, climb or balance; and stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision. Mobility to use standard office equipment, including computer, vision to read printed materials, and a computer screen, and hearing and speech to communicate in person and over the telephone.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. There are no unusual environmental conditions. Typically, the noise level in the work environment is usually moderately noisy.

## POSITION DETAIL

- Location: 20 12<sup>th</sup> Street, San Francisco, CA
- Full-Time 32 hours per week/ Non-Exempt status
- Part time up to 20 hours per week, plus additional on call hours
- Office Hours: Generally 4pm – 12am (workdays TBD)
- Reports to: Solutions SF Lobby Supervisor, Program Director at Civic Center Hotel or designee

## COMPENSATION & BENEFITS

\$17.00 per hour. Community Housing Partnership provides an excellent benefits package, including 100% employer paid employee health, dental, vision, life & disability insurance; commuter benefits; 403(b) investment opportunity; Employee Assistance Program; paid training; paid vacation; 13 paid holidays; and sick time.

## APPLICATION PROCESS

To apply for this position, please submit a cover letter and resume to: <http://www.chp-sf.org/about/apply-for-job-opportunities/>

**Resumes without a cover letter will not be considered. Due to the number of applications we receive, we are only able to respond to candidates selected for interviews.**

## EQUAL OPPORTUNITY EMPLOYER

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records. Community Housing Partnership is an Equal Opportunity Employer without regard to formerly homeless people, race, color, creed, gender, gender expression, gender identity, religion, marital status, registered domestic partner status, sex (includes pregnancy, childbirth, breast feeding, and related medical conditions), sexual orientation, age, veteran status, national origin or ancestry, political affiliation, physical or mental disability, medical condition including genetic characteristics, or any other consideration made unlawful by federal, state, or local laws. Community Housing Partnership hiring policies require a background check for all applicants working directly with at-risk populations.*

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NAME

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DATE

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*SIGNATURE*