



JOB ANNOUNCEMENT

Resident Services Team Lead- Families

Organization Overview:

Community Housing Partnership's mission is to help homeless people secure housing and become self-sufficient. Community Housing Partnership is an outcomes focused service organization that uses affordable, supportive housing as a platform for our intervention, in order to partner with our formerly homeless individual, senior and family residents to reach self-sufficiency, independence, and the ability to move beyond supportive housing and break the cycle of homelessness. At CHP, we believe that – given the right support – all people possess the capacity to achieve a high degree of self-sufficiency. Community Housing Partnership is financially stable with an annual operating budget of approximately \$31 million and a staff of nearly 300 employees.

Position Overview:

Community Housing Partnership seeks a creative, systems-oriented, and highly organized professional to oversee programming and residential support services for a mix of formerly homeless families in San Francisco. Supervised by the Resident Services Manager, the Resident Services Team Lead (RSTL) is responsible for the day-to-day operations of site-based Resident Services. This position has an emphasis on case management, service planning and crisis intervention as well as coordinating on-site services with the Resident Services Counselor(s). Provide site support for property management coordination, housing retention services, and resident leadership development. All services are provided within the context of harm reduction.

Essential Functions:

- With the support of the Resident Services Manager, provide and coordinate delivery of on-site social services.
- Conduct assessments, provide case management services to twenty-five residents, create and track service plan goals, and ensure that appropriate follow-up and/or referrals are complete and documented.
- Provide crisis intervention, conflict resolution and de-escalation services to all residents.
- Provide support to site-based Resident Counselors and coordinate services with staff from other CHP departments.
- Support housing retention, community building and resident empowerment activities.
- Provide services using a harm reduction model.
- Accompany clients to community based appointments.
- Facilitate orienting resident to the building and completing intake/assessment upon move-in.
- Participate in, and provide coverage as needed, for facilitation of Monthly Community meeting.
- Support production of monthly newsletters and calendars.
- Complete documentation per agency policy and support contract reporting, data collection, record keeping, site budget, and chart reviews.
- Participate in meetings and organizational initiatives.
- Other duties as assigned.

Qualifications:

- Minimum of two years demonstrated ability to work with homeless or formerly homeless families and persons struggling with substance use, mental health issues, and disability.
- Minimum of two years' experience providing case management and crisis intervention.
- Knowledge of supportive housing, housing first, trauma-informed, motivational interviewing and harm reduction principles.
- Familiarity with community resources and service programs.
- Excellent computer skills (Outlook, MS Word, Excel, Salesforce or other cloud based database).
- Strong interest in doing social justice advocacy.

- Must be able to move, bend, lift, carry, push, pull, and place objects weighing up to 25 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.
- Desired qualification: Fluency in Spanish/Mandarin/Cantonese/Russian a plus.
- Valid phone number required.

Physical Demands:

- 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 25 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.

Work Environment:

- 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.

Required Education, Credentials & Licensure:

- Bachelor's in a behavioral science (social work, psychology, clinical psychology) or a social service certification (CAADAC, CCAPP, etc.) is required.
- One year of supervisory work and/or one year managing programs preferred.

Supervisory Responsibility:

- None, provides support to site-based Resident Counselors

Position Details:

- Location: Treasure Island, San Francisco
- Full-Time / Exempt status
- Office Hours: Monday-Friday, some evening and weekend work required
- Reports to: Resident Services Manager

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.