



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Community Clerk

Delivering Innovation in Supportive Housing (DISH) is looking for a Community Clerk. The Community Clerk works within the DISH community to support holistic programming to support recovery from the trauma of homelessness and promote housing retention. This position seeks to serve our mission, values and service commitments, and address social isolation for formerly homeless adults and families by implementing innovative programming in partnership with the DISH Community Development Manager. The Community Clerk also supports the general operations of the site and provides administrative support to the Senior General Manager as needed.

This individual fundamentally upholds the mission of DISH -- alongside dedicated staff, partners, and advisory bodies -- to provide high-quality, permanent housing to San Franciscans who manage serious health issues.

The DISH Community Clerk supports programs within their assigned property with the following primary focus:

- Community Building
- Creative and Holistic programming,
- Tenant Leadership Development,
- Staff and Resident Relationship Culture

The Community Clerk is a non-exempt position. The Community Clerk will work 40 hours per week. The Community Clerk must be able to accommodate a flexible schedule. Regular work hours will be 10am-6pm but the weekly schedule is subject to change depending on scheduled events. The Community Clerk must be able to work some evenings and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Community Building & Tenant Programming: Implementation of community based, creative holistic programs that promote healing, harm reduction, leadership, housing retention and increases tenant satisfaction.

- Collaborate on development and implementation of tenant community building plans for designated site, including events and activities in collaboration with DISH staff, Support Services leadership, and outside partners
- Facilitate workshops designed to improve housing stability and wellness for formerly homeless adults through creative expression, leadership development and health education.
- Assist with coordination of holiday celebrations, outings and community events. Develop materials and facilitate meetings to outreach to all tenants.
- Collaborate with site staff to support specific building initiatives including harm reduction interventions, food security, digital literacy and other enrichment activities.
- Collaborate with Community Development Manager on organization wide tenant programs and

communication including the Tenant Newsletter, Annual Holiday Gift Program, Cultural Education programs, and social media.

- Provide support for Annual Tenant Appreciation Party and “Feel Good Fair” Health/Wellness Fair.
- Provide on-going outreach to tenants to increase service utilization.
- Coordinate, access, and collaborate with appropriate community agencies and resources to link residents to available services and programs.
- Support leadership development and tenant input into overall DISH approach by collaborating with site representatives for Tenant Community Advisory Board and Peer Responder - OD Prevention Specialists

Administrative Site Support

- Performs administrative and clerical duties as assigned by the General Manager or Community Development Manager including those related to tenant communication, posting notices, reporting, community activities, and general office needs in a timely and quality manner.
- Takes notes at Community Meeting and leads next steps as appropriate.
- Informs the General Manager and other appropriate staff of any unusual activity or facilities issues in a timely and accurate manner. Makes recommendations to the General Manager relating to the general improvement of the building and community.

Stakeholder Management: Maintain good relationships with the people who have the most impact on and from your work.

- Foster team approach in collaboration with staff, collaborating agencies, and residents.
- Meet monthly (or more often as needed) with Support Services and Property Management teams to create a holistic approach to helping residents improve health and wellbeing.
- Meet regularly with residents to take a pulse on the community’s needs and brainstorm ideas for programs and events; conduct surveys and focus groups as directed.
- Mitigate conflicts among residents through supportive listening and communication
- Demonstrate the DISH Mission, Values, and Service Commitments at all times.

OUR VALUES

- Excellence & Focus: Prioritize issues under our direct control and deliver high quality service.
- Initiative & Innovation: Never stagnate, frequently review, refine, and enhance our services and procedures.
- Fairness & Consistency: Strive for equity and inclusion for our tenants and our staff.
- Respect & Openness: In our interactions, be honest, direct and embrace differences.

QUALIFICATIONS AND SKILLS

- Experience with supportive housing and harm reduction
- Experience with customer service provision or client relations
- Experience and willingness to work in a team environment
- Professional training may substitute for experience
- Commitment to the mission and values of DISH and enthusiasm for working as a team member.
Ability to lead and motivate a team of employees

- Ability to appreciate and reconcile conflicting needs of stakeholders. Skills in facilitation and conflict resolution in a team setting. Good listening skills informed by the ability to empathize and show compassion.
- Critical thinking and ability to make decisions and help others make decisions. An aptitude for anticipating problems and finding creative solutions that fit within established policies.
- Ability to prioritize tasks in a fast-paced work environment among competing pressing issues. Ability to effectively manage a crisis situation. Ability to assess when an incident is an emergency and to take appropriate action.
- Strong verbal and written communication skills. Ability to read, write legibly, type, and follow instructions. Ability to use a computer for word processing, spreadsheets, e-mail, Internet, and publications. Proficiency with Microsoft Office software suite.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.

ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with residents, guests, service providers and staff, internal colleagues, DISH managers.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Frequently required to use a computer, phone, copier, and fax machine. Must be able to reach, bend, walk, stand, and sit for extended periods. Depending on building assignment, the ability to climb stairs will be necessary. The employee must occasionally lift and/or move up to 10 pounds. This employee must have the ability to attend meetings, sit, listen, and use a computer keyboard and mouse up to 7.5 hours per day. Must be physically able to visually monitor the hotel lobby area and building security camera monitors. Must be able to travel locally via public transportation for work related tasks and also by car or airplane for out-of-town responsibilities

WORK ENVIRONMENT

Incumbent will work in a shared office space with moderate noise level and periodic interruptions as well as occasionally working in one or more of our Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 yrs old & have had varying capital & cosmetic improvements. Typical shifts are weekday/daytime. Special projects may require occasional schedule changes. Local travel will most often be conducted travelling to and from DISH sites, partner agency sites and government buildings.

COMPENSATION:

This is a full-time, non-exempt position starting as soon as possible. Starting pay is \$25/hour and dependent on experience. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

TIDES EQUAL EMPLOYMENT EQUAL OPPORTUNITY STATEMENT

DISH, a project of Tides Center, is an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

Applying:

Position is open until filled. In addition to a resume, applicants must include a cover letter expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume to dishcommunityclerkhire@gmail.com. No phone calls or drops-ins please.