



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

The Community Development Associate works within the DISH community to support holistic programming to support recovery from the trauma of homelessness and promote housing retention. This position within the Community Development (CD) department seeks to serve our mission, values, and service commitments and address social isolation for formerly homeless adults and families by implementing innovative programming and supporting the completion of established grant award deliverables. In collaboration with the Community Development Manager, the Community Development Associate will support the CD department with DISH-wide program initiatives and lead the program delivery for the 'Wants and Needs' tenant fund. This position reports to the Community Development Manager and collaborates with the DISH Operations team.

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 Development Associate supports DISH wide programs with the following primary focus:

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

The Community Development Associate is a non-exempt position. The position is on-site full time and in person. Hours are flexible.

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.
- Launch implementation of the 'Wants and Needs' fund program to provide resources to support resident needs. Develop tracking systems in partnership with DISH admin staff and provide regular updates to stakeholders on the program.
- Facilitate Tenant related workshops designed to improve housing stability and wellness for formerly homeless adults through creative expression, leadership development and health education when needed.
- 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, Tenant Appreciation Party, Cultural Education programs, and social media.
- Provide on-going outreach to tenants to increase participation in Community Development programs, including accessing the 'Wants and Needs' fund program.
- Coordinate, access, and collaborate with appropriate community agencies and resources to link residents to available services and programs.
- Support resident leadership by assisting and supporting the Community Advisory Board and Overdose Prevention Peer-Responders as a part of Community Development Programs

Administrative Site Support

- Performs administrative and clerical duties as assigned by the Community Development Manager (CDM) including those related to tenant communication, collecting expense-related documents, posting notices, reporting, community activities, and general office needs in a timely and quality manner.
- Creates flyers, posters, informational guides for Community Development programs when needed.
- Is the logistical point person and lead for the 'Wants and Needs' fund program, organizing and piloting delivery systems at each site, working under supervision of CDM and in collaboration with site teams, administrative team, and support services teams on site.

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 support holistic and creative programs on site, as well as create and maintain outreach structure to ensure resident engagement in Wants and Needs grant program.
- Meet regularly with residents establishing relationships and building understanding of best ways to deliver Wants and Needs grant award opportunity.
- 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 navigate client database in Salesforce, track program expenses and create reports on grant deliverables
- 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, exempt position starting as soon as possible. Starting pay is \$26.05/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 dishcomdevapply@gmail.com. No phone calls or drops-ins please.