



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

Position Title: Community Development Coordinator

Reports To: Sr. Manager of Community Development

Status: Full-Time, Non-Exempt

Salary Range: \$30-\$32

Location and Position Type: Onsite

Prepared Date: 4/30/2024

POSITION SUMMARY: The Community Development Coordinator 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 Sr. Manager of Community Development, the Community Development Coordinator will support the CD Department with DISH-wide program initiatives. This position reports to the Sr. Manager of Community Development and collaborates with the DISH Operations and Administrative teams.

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 Coordinator 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 Coordinator is a non-exempt position. The position is on-site full time and in person. Hours are flexible upon request to supervisor.

ABOUT DISH: At DISH, we believe that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious



health issues. With our help, they can come in from the streets, rebuild their lives, and strengthen their new communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Coordinate, access, and collaborate with appropriate community agencies and resources to link residents to available services and setting up program delivery across DISH portfolio for initiatives including harm reduction interventions, food security, digital literacy and other enrichment activities.
- Lead the 'Wants and Needs' fund program to provide resources to support resident needs. Maintaining tracking systems in partnership with DISH admin staff and provide regular updates to stakeholders on the program.
- Collaborate with site staff to support specific building initiatives including harm reduction interventions, food security, digital literacy, and other enrichment activities.
- 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 Sr. Manager of Community Development and DISH Admin and OPS teams on organization wide tenant programs and communication including the Tenant Newsletter, Annual Holiday Gift Program, Tenant Appreciation Party, Cultural Education programs, and social media.
- Support resident leadership by assisting and supporting the Community Advisory Board and SHARP (Resident Civic Engagement Program) along with Sr. Manager of CD and DISH Admin.
- Collaborate with Sr. Manager of Community Development on leadership and facilitation of the DISH Tenant Community Advisory Board.
- Collaborate with Sr. Manager of Community Development and Operations Associate on leadership of the resident civic engagement and supportive housing resident advocacy (SHARP) initiatives.

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.

Administrative Site Support

- Performs administrative and clerical duties as assigned by the Sr. Manager of Community Development (SMCD) 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.
- Lead and manage the Tenant Newsletter, including content collection, translation, printing and distribution.
- Manages Community Meal ordering for sites for monthly community meetings.
- 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.
- Supports tracking and data collection on CD grants for reporting, supports CDM on grant reporting as and when needed.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent (GED) required. Bachelor's Degree from an accredited college or university preferred, or equivalent development and database management experience.
- Administrative experience desired.
- Knowledge of and/or previous experience working with relevant community served and/or experience in social services, community engagement, and community organizing.

KNOWLEDGE, SKILLS, and ABILITIES:

- Commitment to the mission and values of DISH and enthusiasm for working as a



team member.

- Knowledge of Salesforce database preferred.
- Strong project management skills; familiar with project management tools (i.e. Trello, Asana).
- Experience in event management preferred but not required.
- Team player, interested in the field of fund development.
- Cultural competency working with a mixed and dynamic workforce.
- Design and photography skills appreciated.
- Detail oriented with strong organizational skills. Strong sense of initiative / self-starter.
- Professional telephone manner, ability to interact with donors and others in a comfortable and professional manner.
- Strong computer skills; proficient in Microsoft Office for Windows programs.
- Excellent verbal and written communications skills.
- Ability to handle confidential and sensitive materials professionally and according to agency policy.

DISH'S VALUES:

- Demonstrate excellence: In our work and in our interactions.
- Stay focused: On what's most important and within our control.
- Under-promise and over-deliver: Managing expectations along the way.
- Use initiative and innovation: Improving our services and performance.
- Be fair and consistent: Implementing our policies and procedures.
- Be mindful and prudent: With income and expenses.
- Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
- Be open: To different opinions, challenging discussions, and taking risks.

DISH SERVICE COMMITMENTS:

1. Warm greetings & interactions every chance we get.
2. Professional appearance every day.
3. Service through helping.
4. Be present and respectful at all times.
5. Stay calm in the eye of the storm.
6. Strive for the best environment to be in and work in.



ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with internal colleagues, DISH managers, and residents.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to perform moderately complex manipulative tasks such as typing and writing and 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 the building assignment, the ability to climb stairs will be necessary. The employee must occasionally lift and move up to 10 pounds. This employee must be able to attend meetings, sit, listen, and use a computer keyboard and mouse for 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

The incumbent will work in a shared office space with moderate noise and periodic interruptions. On occasion, you will work 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, or substance use issues. Most buildings are about 100 years old & have had varying capital & cosmetic improvements. Typical shifts are weekday/daytime. Special projects may require occasional schedule changes. Traveling between Dish sites, partner agency sites, and government buildings will most likely be needed.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION:

At DISH, we believe that everyone deserves a home.

We believe that homelessness is created by institutional racism present in our systems of care, housing, education, criminal justice, employment, banking, and immigration.

We believe that our role as a supportive housing provider is not just to welcome people home but also to strive for equity and inclusion.

We believe that it is our responsibility to confront and dismantle the impact of racism in our role as a landlord and as an organization founded by white people, operated primarily by people of color.

We believe that by eliminating barriers to our housing, treating people with dignity, and being true to harm reduction principles we can provide a space for healing from the trauma of racism & white supremacy.



We believe that by demanding fair & equitable wages for workers, providing solid benefits, systematizing self-care, and creating opportunities for staff engagement & advancement we can enhance the strength of our amazing team.

We believe as an organization that prioritizes people over property and empathy over indifference, we can make progress against the disgrace of homelessness and poverty.

We believe we have much more to do, and we believe now is the time to do it

TIDES EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

DISH, a project of Tides, 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. Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment.



ABOUT LOCATION, COMPENSATION AND BENEFITS:

- This role is 100% on-site. You are expected to go between our DISH locations
- Competitive benefits package
- Hourly Pay Rate Range of \$30-32 an hour commensurate with experience

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 a cover letter and resume via email titled **'Community Development Coordinator Application'** to: dishcomdevapply@gmail.com Application should be submitted through our Online Job Inquiry Form which can be found on the jobs page of our website: <https://dishsf.org/jobs/> No phone calls or drops-ins please.

Commented [RM1]: Mattie - You noticed the details of how to apply were missing. Please work with Michael to figure out what is the best way for you to review and read the resumes. Feel free to use one of the two sentences highlighted here.