



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

Position Title: Community Outreach Specialist

Reports To: Harm Reduction Program Manager

Status: Full-Time, Non-Exempt

Salary Range: \$28 per hour

Location and Position Type: Onsite

Prepared Date: 6/10/2024

The Community Outreach Specialist works within the DISH Harm Reduction Program within the Community Development Department, delivering holistic, resident-first programming to support recovery from the trauma of homelessness, focusing on Overdose Prevention and Harm Reduction. This position is a part of our new Harm Reduction Program within the Community Development Department. 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. The Harm Reduction Program is a DISH-wide program working to expand our Overdose Prevention initiatives including our Peer Responder/Tenant Peer Educator program and other essential Harm Reduction education and training programs within DISH and Permanent Supportive Housing. The Community Outreach Specialist will report directly to the Harm Reduction Program Manager.

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 Outreach Specialist supports DISH wide programs with the following primary focus:

- Community Building,
- Harm Reduction and Overdose Prevention
- Tenant Leadership Development
- Staff and Resident Relationship Culture

The Community Outreach Specialist 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.

- Support the Overdose Prevention Initiatives at DISH; collaborating with team of Community Outreach Specialists and DISH Harm Reduction Program Manager to support the expansion of the peer responder project across DISH and elected PSH sites
- Collaborate on design, development and delivery of new Peer Responder and Tenant Peer Educator program with guidance of Harm Reduction Program Manager, Sr. Manager of Community Development and SFDPH Office of Overdose Prevention (OOP) as required
- Work within Harm Reduction Program team to recruit total 30 new peer responders across identified PSH sites and coordinating and collaborating with and SFDPH Office of Overdose Prevention (OOP) as required
- Coordinate and deliver regular Harm Reduction trainings/programs for PSH resident and staff community across DISH and identified PSH sites
- Help build harm reduction curriculum, trainings and events with HRdx Program Manager, and COS team - to be delivered to residents and staff
- Facilitate Tenant related workshops and trainings on Harm Reduction to new Peer Responder and Tenant Peer Educator program participants
- Work in collaboration with PSH/DISH staff, Support Services leadership, and outside partners for successful delivery of activities and programs
- Assist Harm Rdx Program Manager in design, delivery, and collection of data from program and program participants for SFDP OOP grant reporting purposes
- Support resident leadership by assisting and leading 2 Peer Responder/Tenant Peer Educator cohorts with the DISH Harm Reduction Program Team

Administrative Site Support

- Performs administrative and clerical duties as assigned by the Harm Reduction Program Manager 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.
- Collect and track resident program incentives for expense reporting (i.e. gift cards, receipts, acknowledgement signatures, etc.)
- Collaborate with Harm Reduction Program team on creation and delivery of participant surveys to collect data on program as advised by SFDPH OOP and Harm Reduction Program Manager
- Creates flyers, posters, and informational guides for Harm Reduction programs when needed. Collaborate on Tenant Newsletter with Harm Reduction Program team and CD Coordinator
- Support on coordinating volunteer events at DISH, outreach for visiting volunteer opportunities

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

- Build and maintain relationships with external community partners; attending neighborhood community meetings, developing organizational partnerships for creative and holistic programs and resident engagement opportunities
- 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

- 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 and willingness to work in 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 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 use a computer for word processing, spreadsheets, e-mail, Internet, and publications.
- 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 \$28.00/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.