



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Harm Reduction Program Manager

Position Title: Harm Reduction Program Manager

Reports To: Sr. Manager of Community Development

Status: Full-Time, Non-Exempt

Salary Range: \$71,000-73,000

Location and Position Type: 100% onsite across DISH sites

Prepared Date: 6/17/2024

POSITION SUMMARY: The Harm Reduction Program Manager 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 Harm Reduction Program Manager will support the CD Department delivering a Peer-Based Harm Reduction and Overdose Prevention Program. This role is part of a grant funded by the San Francisco Department of Public Health, Office of Overdose Prevention (SFDPH, OOP). This position reports to the Sr. Manager of Community Development and collaborates with the DISH Operations, Administrative, and Site 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 Harm Reduction Program Manager supports DISH wide programs with the following primary focus:

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

The Harm Reduction Program Manager is an 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: Management and Leadership of the Peer-Based Harm Reduction and Overdose Prevention Program.

- Work with the Sr. Manager of Community Development on the strategic vision for the DISH Harm Reduction and Overdose Prevention Program in alignment with DISH Mission and Values, and San Francisco Department of Public Health, Office of Overdose Prevention (SFDPH OOP) grant guidelines.
- Collaborate with Sr. Manager of Community Development on developing program structure, managing budget, and delivering SFDPH OOP grant deliverables within the communicated grant deadlines.
- Explore and introduce innovative and creative program ideas and opportunities; work on program development, design and facilitation; Develop work plan each year that outlines scope of proposed community development activities and target dates for completion.
- With support of Sr. Manager of Community Development, lead, supervise, and guide the Community Outreach Specialist team (3) in delivering the Harm Reduction Program deliverables with efficiency, equity and cultural responsiveness
- Manage and guide the Harm Reduction Program community outreach strategy, collaborating and supporting Community Outreach Specialists in recruiting/engaging 30-35 Tenant Peer Responders across 12 PSH building sites.
- Coordinate, access, and collaborate with appropriate community agencies and resources to link program staff and residents to available services, bolstering the Harm Reduction Program delivery across DISH portfolio and externally.
- Collaborate with site staff (DISH and external Property Management) to support specific building initiatives for the Overdose Prevention and Tenant Peer Educator Harm Reduction program.
- Collaborate and facilitate harm reduction workshops and trainings designed to educate and inform Permanent Supportive Housing (PSH) residents and staff about harm reduction theories, strategies, and resources to support overdose prevention within PSH and actively unhoused populations.

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. This is a grant-funded position and will work directly with San Francisco Department of Public Health, Office of Overdose Prevention and as well as external Permanent Supportive Housing and service organizations
- Meet monthly (or as often as needed) with Support Services and Property Management teams to support Harm Reduction programs on site, as well as create and support the maintenance of outreach structure to ensure resident engagement.
- Meet regularly with residents alongside Community Outreach Specialists, establishing relationships and building understanding of best ways to deliver Harm Reduction Program to community.
- Meet regularly with Tenant Peer Educators/ Peer Responders alongside Community Outreach Specialists to brainstorm ideas for programs and events; conduct surveys, focus groups and committee oversight.
- Mitigate conflicts among residents through supportive listening and communication.
- Demonstrate the DISH Mission, Values, and Service Commitments at all times.

Administrative Program Management:

- In partnership with the Sr. Manager of Community Development, they will lead, manage and supervise the team of Community Outreach Specialists (3), who will be primary staff in the DISH Harm Reduction Program; provide regular 1-1 supervision and group supervision as needed.
- Is the logistical point person and lead for the Harm Reduction Program, leading and managing the program delivery systems at each site in collaboration with Community Outreach Specialists.
- Manage and deliver reports for grant reporting deadlines; monitor program budgets and expenses; reconcile credit card expenditures.



- Develop, lead, and maintain data tracking systems on program engagement in partnership Community Outreach Specialists and Tenant Peer Educators/Peer Responders, providing regular updates to stakeholders on the program.
- Create and manage system to track all gift card stipends and incentives delivered to Tenant Peer Educators and Peer Responders with support of the Community Outreach Specialist team.
- Supervise the development of training and outreach materials for the Harm Reduction Program; Lead Community Outreach Specialists in developing culturally responsive and topical educational materials.
- Assist Community Outreach Specialists with coordination of regular Tenant Peer Responder community events, meetings and trainings.

EDUCATION AND EXPERIENCE:

- Minimum 3 years experience working with relevant community served and/or experience in harm reduction, social services, community engagement, and community organizing.
- Program management and supervision experience required.
- Meeting facilitation and training development skills desired.
- Demonstrated experience working effectively with people who use drugs including people in recovery.
- Personal lived experience of being unhoused or utilizing harm reduction is desired.

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 across DISH sites. You are expected to go between our DISH and other Tenderloin local PSH locations.
- Competitive benefits package.
- Salary Pay Range \$71,000-\$73,000 to 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 ‘Harm Reduction Program Manager Application’ to: dishcomdevapply@gmail.com or apply via 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.

