



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

Reports to: Sr. Manager of Community Development

Salary Range: \$29-\$31

Location & Position Type: Onsite

FLSA Status: Non-Exempt

Prepared Date: December 2024

SUMMARY

The Community Liaison 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 as a part of 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 Community Liaison will be working to expand programs and initiative which support successful transition into permanent supportive housing. Working directly with our resident Community Advisory Board and collaborating with site teams and support services; the Community Liaison will develop and deliver new trauma-informed community building programs, and support the implementation of restorative justice framework amidst our property management policies and procedures. The Community Liaison will report directly to the Sr. Manager of Community Development.

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 Liaison creates and delivers programs at their assigned property with the following primary focus:

- Community Building
- Creative and Holistic Wellness programming
- Housing Retention and Food Security
- Staff and Resident Relationship Culture

The Community Liaison is a full-time, non-exempt position. Expected to work 40-hours a week, day-time shifts with some evenings as discussed with direct supervisor, Sr. Manager of Community Development.

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.

- Lead development and implementation of tenant community building programs, focused on welcoming home new DISH residents and helping individuals successful transition into housing .
- Attends and supports facilitation of Community Advisory Board meeting with Sr. Manager of Community Development, supporting administration and coordination of the monthly meeting and being a primary contact for the Community Advisory Board members.
- Work with DISH resident Community Advisory Board on creating regular events and programs that support holistic community building opportunities led and engaged by residents which support a healthy transition into housing.
- Facilitate workshops and trauma-informed programs designed to improve housing stability and wellness for formerly homeless adults through creative expression, leadership development and health education.
- Work with Sr. Manager of Community Development on updating policies, procedures, and programs within property management that work through restorative justice framework
- Support Property Management teams in implementing new housing policies and procedure based in restorative justice practice.
- Collaborate with DISH site teams and Support Services to engage a restorative justice lens through programs and procedures with residents experiencing challenges in housing.
- Collaborate with site staff, support services and DISH Harm Reduction Team to increase resident engagement in community building opportunities and support specific community initiatives including housing retention, harm reduction interventions, food security, and other enrichment activities.
- Support tenant leadership development by engaging with Community Advisory Board (CAB) members, Peer Responders and other resident leaders; supporting the coordination/planning of their specific events or resident recruitment for increased participatory role in their site events/programs.
- Provide on-going outreach to tenants to increase service utilization.

- Collaborates with Community Development Coordinator(s) on design, edit and publishing of bimonthly DISH wide Tenant Newsletter.
- Collaborates as a core member to the Tenant Appreciation Party organizing team
- Leads and manages celebratory cultural/educational poster materials to be available for residents across DISH, collaborating with residents and site teams to guide content

Administrative Site Support

- Works with Sr. Manager of Community Development on implementation of data collection process for all community development programs; training site teams on process as well as directly collecting surveys during programs/events.
- Collaborates with Sr. Manager of Community Development to keep maintenance of data collection across community development department.
- Tracks attendance and participation of residents to community events and programs and supports site teams to complete in attendance tracking process.
- Takes notes at community meeting and leads next steps as appropriate.
- Makes recommendations to the site teams relating to the general improvement of the community engagement within the building(s).
- Develop outreach materials for events and programs and post/deliver to resident community in timely manner.
- Collect and track resident program incentives for expense reporting (i.e. gift cards, receipts, acknowledgement signatures, etc.).
- Creates flyers, posters, informational guides for Harm Reduction programs when needed. Collaborate on Tenant Newsletter with Harm Reduction Program team and CD Coordinator.

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.
- Work with DISH site teams on solutions to challenging resident behaviors through restorative justice and holistic relationship building frameworks; including creating programming/classes, supporting 1-1 residents engagement, connecting with external resources, collaborating on staff plan.
- 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 DISH 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.

OUR DISH SERVICE COMMITMENTS:

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

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, hourly paid position starting as soon as possible. Salary ranges \$29 - \$31 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.