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JOB ANNOUNCEMENT

Our Trans Home SF HOUSE MANAGER

1 Day Shift

1 Night Shift

Full Time \$55,000 annually

About St. James Infirmary:

St. James Infirmary (SJI) offers free, confidential, nonjudgmental medical and social services for Sex Workers (current or former) of all genders and sexual orientations. We are the first occupational health and safety clinic in the U.S. run by Sex Workers for Sex Workers! St. James Infirmary works actively to combat racism, classism, misogyny, homo- and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

Philosophy:

There are many factors which affect the working conditions and experiences for all Sex Workers including the political and economic climate, poverty and homelessness, stigmatization, violence, as well as the overwhelming intricacies of the legal, public and social systems. It is the philosophy of The St. James Infirmary to build upon existing skills and strengths in order to allow individuals to determine their own goals while providing culturally competent and non-judgmental services.

OurTransHomeSF:

OurTransHomeSF (OTH) is a program that provides housing assistance and stabilization support for unhoused and marginally housed Trans and Gender Non-Conforming (TGNC) individuals through short-term independent living housing (the Bobbi Jean Baker House), housing navigation services, and a rental subsidy program. The Housing Navigator primarily supports the housing navigation services and rental subsidy program while the Case Manager primarily supports the Bobbi Jean Baker House.

Position Overview:

The House Managers are responsible for maintaining a presence at the Bobbi Jean Baker house, ensuring a warm, welcoming environment and the safety of the residents housed there. There will be a day shift and night shift House Manager. The OTH House Managers will be the “point person” available to support the house residents with everyday needs and tasks. Their duties include monitoring the property, ensuring cleanliness and functionality of facilities, appliances and furniture, submitting maintenance requests as needed for repairs and replacements; create budget for monthly house supplies and food, keeping inventory of house supplies and food; shopping for house supplies and food as needed within budget parameters; performing wellness checks to ensure safety of residents, calling for emergency services as needed; completing incident reports as needed; ensuring the residents

adhere to OTH rules and responsibilities; competing shift reports and hand off to the next staff member taking the next shift; fulfilling the accessibility needs of those with disabilities and mobility issues; facilitating de-escalation and conflict-resolution conversations and accountability processes; participating in house meetings; serving as the liaison between house residents and SJI to ensure house needs are met and attended to in a timely manner within budget parameters. The goal will be to monitor and ensure the safety and wellness of all Bobbi Jean Baker House residents.

Duties and Responsibilities:

- Provide a warm, welcoming, and emotionally supportive environment for all residents of the Bobbi Jean Baker House.
- Respond to all resident requests and questions in a professional and courteous manner.
- Inspect the interior (resident rooms, bathrooms, showers, laundry area and community rooms) and exterior facilities of the building on a regularly-assigned schedule to maintain security, program compliance, and a clean, functional, and safe environment.
- Submit maintenance requests to the OTH Case Manager or Housing Services Director regarding failed equipment, appliances, furniture and house repairs in a timely manner.
- Ensure an active list of emergency contacts is up to date and posted by the front door.
- Ensure up-to-date house rules & responsibilities manual is easily accessible to all residents.
- Maintain the OTH visiting and nightly pass log according to procedure.
- Maintain a secure storage room or safe and keep inventory of contents. Oversee sign-in/sign-out procedure of contents.
- Perform all duties within the parameters of the OTH Policy and Procedures.
- Orient all residents to program rules and responsibilities of the house.
- Ensure residents comply with the rules and responsibilities of the house in a fair and equitable manner for all residents.
- Ensure any violations of rules and responsibilities are documented and submitted to the OTH Case Manager or Director for collaborative accountability planning.
- Engage in regular meetings with OTH Case Manager for collaborative support and care planning.
- Maintain OTH records in an accurate, complete and legible manner.
- Answer the door, phones, take messages, and attend to requests for information in a professional manner according to the OTH policies and procedures.
- Provide de-escalation interventions and conflict-resolution mediation between residents as conflict arises.
- Immediately report any urgent problems to the Case Manager or Housing Services Director in accordance with OTH policies and procedures.
- With direction from the Housing Services Director or Case Manager, manage on site emergencies or crises.
- Provide crisis intervention taking direction from the Housing Services Director and Case Manager.
- Collaborate with the other House Manager and Case Manager to create a shift schedule.
- Engage in the daily Shift Change briefings and reports to communicate all issues and concerns to staff coming on the next shift.
- Maintain a clean and healthy environment for residents including the stripping of beds, clearing of closets and drawers, and sleeping areas as assigned once residents transition out of the house in preparation for new residents.
- Report any health hazards, such as bed bugs, mold, etc. to the Housing Services Director or Case Manager.
- At the end of every shift, ensure shift report paperwork is complete and workspace is cleaned and organized.
- Encourage residents to engage in care plans, groups, activities, and services.

- Attend and participate in house meetings, accountability processes, facilitate groups, workshops, and client meetings as needed.
- Assist with or refer residents to the Housing Services Director or Case Manager for grievances.
- Participate in all applicable staff trainings and staff meetings.
- Perform all household cleaning requirements or supervise its accomplishment: assist in maintaining the cleanliness of facilities including light janitorial tasks, trash removal, assist in cleaning spills, eating areas and restrooms. Work with residents to create a rotating chore schedule and cleaning log to supervise its accomplishment.
- Develop shopping lists for all household requirements within budget parameters.
- Assure all routine household food and supplies are always on hand and assist in the purchase of food and supplies for communal use within budget parameters.
- Keep running records of all household expenses and submit expenses report to the Director.
- Other related duties and responsibilities to support the work of St. James Infirmary as assigned.

Skills and Qualifications:

- Experience working in a transitional or independent living housing program with a full understanding of programmatic and administrative needs
- Highly self-motivated and self-directed
- Strong motivational interviewing skills
- Strong de-escalation and crisis intervention skills and experience
- Passion for ending homelessness experienced by TGNC communities
- Strong TGNC advocacy skills
- Ability to maintain non-judgmental attitude and display of unconditional positive regard when working with TGNC persons experiencing homelessness
- Experience in or extensive knowledge of the sex industry and occupational health and safety issues affecting/impacting Sex Workers and TGNC individuals
- Possess and understanding of harm reduction, trauma-informed care principles and programming
- Commitment to cultural humility and experience working with people of different racial and ethnic backgrounds, gender identities, sexual orientations, people who use substances – including injection drugs – those experiencing homelessness, people with mental health challenges, people with disabilities, and people living with HIV/AIDS and/or Hepatitis C
- Commitment to SJI and OTH mission and values, and proven ability to provide outstanding leadership, and work cooperatively with other colleagues and community members with the highest degree of integrity
- Ability to have a “whatever it takes” attitude when working with individuals facing barriers
- Ability to work collaboratively in a team and independently
- Ability to work in a field-based position with flexible hours
- Creative problem-solving and decision-making skills
- Must be able to perform electronic data entry and precise documentation
- Strong written, verbal, and interpersonal communication skills
- Highly organized and strong attention to detail
- Ability to thrive and multitask in a fast-paced environment
- Capable of protecting sensitive information in a confidential manner
- Microsoft Office, Web/Internet, Social Media, and general computer literacy
- Bilingual English/Spanish strongly preferred.

HOW TO APPLY:

Please submit a thoughtful cover letter explaining your interest in St. James Infirmary and where/how you found out about this career opportunity. Email your cover letter and resume to anita.oshea@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – House Manager”) in the subject line of your email. Incomplete applications will not be considered.

St. James Infirmary is an equal opportunity employer. *We strongly urge candidates with sex work experience who are trans or gender non-conforming, and/ or people of color to apply.*

BENEFITS

St. James Infirmary offers a competitive salary, commensurate with experience and skills, health insurance, vision and dental insurance, and other employee benefits.