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JOB DESCRIPTION

“Taimon Booton” Navigation Center Lead Administrator
Salaried Position, Full Time: 32hrs/wk, \$52,000 annually

Are you passionate about improving the lives of unhoused people by offering care and genuine sanctuary? Do you want to contribute to ending gender-based violence by providing shelter and consistent service to transgender and gender nonconforming (TGNCI) people and ciswomen experiencing homelessness? Do you have the skills necessary to lead a team and coordinate a program that provides a stable environment for participants’ growth? St. James Infirmary is seeking a Lead Administrator for our new Navigation Center in San Francisco, serving TGNCI people and ciswomen.

About St. James Infirmary:

The St. James Infirmary is a peer-based occupational health and safety clinic for sex workers of all genders. It is our mission to meet the needs of people engaged in the sex trade through advocacy, direct services, and social justice. St. James Infirmary works actively to combat racism, class inequality, misogyny, homophobia and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

Position Overview

The Lead Administrator leads a team to staff the front desk, which is the intake point for a live-in facility for 60+ people. You will hire, train, and manage a diverse, multi-disciplinary team in providing a nurturing, welcoming and safe place for people to begin their housing process at this harm reduction-based, holistic, TGNCI and sex worker-centered Navigation Center. Front desk personnel will report to you directly. Your team is the first personnel to meet program participants, workers, and the public when they come into the Navigation Center. The impression created by the front desk staff is very important; it strongly influences how people feel about the place they live and the services offered there. This position requires a person who is able to manage personnel, work with a large number of people, and perform multiple tasks at the same time while maintaining a customer service approach. You will supervise a team of entry level social service workers, whose development will be supported by your leadership. With the guidance of the Shelter Site Managing Director, you will provide well-rounded, thorough leadership for your team, including scheduling trainings, and facilitating team meetings. This will be the first TGNC specific navigation center in which TGNC leadership, and cultural competencies will be centered in all aspects of the job duties and responsibilities.

You will work directly with the Administrative Services Director to provide administrative support and human resources coordination to all staff at the Navigation Center as well as facilities and office management.

JOB DUTIES AND RESPONSIBILITIES:

- Lead a team of front desk staff; participate in hiring, scheduling and facilitating trainings and meetings as necessary, performance reviews, and related administrative and HR support under the guidance of the Administrative Services Director.
- Organize and manage the front desk, including . with general office activities such as ordering supplies, reception, answering the door, answering phones, logging phone messages, returning phone calls and forwarding messages to staff
- Greet program participants and others who come into the office in a friendly and helpful manner; determine reason for visit.
- Supervise participants and/or workers and the general public who may be waiting in lobby or front desk areas.
- Provide information and referrals for clients and others as appropriate.
- Notify staff of participants or other’s presence; facilitate communication between participants and staff.
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- Manage office functions including telecommunications, copy services, mail, supplies, janitorial, utilities, vendors, catering and equipment.
- Ensure that reception and common areas appear neat and professional
- Oversight of document back up, storing and shredding functions
- Serve as the main point of contact for all facilities issues
- Manage office supply ordering and purchase requests for the facility and staff.
- Work with Program Director, Administrative Director and Finance Director around making purchases, monitoring and tracking expenses.
- Track participant arrivals/departures.
- Distribute participants’ mail to Case Workers.
- Maintain safety protocol and other compliance issues.
- Monitor the front door, participant restroom and outside area around the building for safety and cleanliness.
- Attend trainings and meetings as scheduled and assigned
- Assist with coordination of all staff meetings, events and trainings, including set up and taking meeting minutesWork with Navigation Center staff to create flyers and promotional materials for upcoming clinic activities
- Other duties as assigned by the Program Director and Administrative Services Director.

QUALIFICATIONS:

- Possess, or have an interest in developing managerial skills, including staff training and supervision
- Good working knowledge of and sensitivity to individuals with mental health issues such as: PTSD, psychosis, borderline behaviors, bi-polar, and more.
- Experience in or detailed knowledge of the sex industry and occupational health and safety issues affecting/impacting sex workers
- Possess a strong understanding of harm reduction, and 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 mission and values, ability to provide outstanding leadership and work cooperatively with colleagues and community members with the highest degree of integrity
- Ability to work independently
- Strong organizational skills
- Bilingual in English/Spanish is a plus

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is frequently required to stand, walk, sit, and reach with hands and arms, to use a computer and email. The employee must be able to climb stairs.
- The employee is frequently required to use hands to hold objects, writing instruments, or files; and talk and hear.
- The employee must occasionally lift/or move up to 25 pounds.
- Specific vision abilities required by this job include ability to read, close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- This position requires the ability to review and share the organization’s secure electronic and physical files with other program staff; the person in this position will also have access to the organization’s and other highly confidential information.
- This position includes direct, in-person service provision. Because of this, the employee must have the ability to perform the job at the program location.
- The employee must be able to follow oral directions in an emergency situation.

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 jobs@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – Navigation Center Lead Administrator”) 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, people living with HIV/AIDS, women, and people of color to apply.*

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

Relocation reimbursement is NOT available for this position.

If an offer is extended, qualified candidates must provide proof of eligibility to reside and work within the United States without sponsorship.

Benefits:

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