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JOB DESCRIPTION

Taimon Booton Navigation Center Front Desk Staff
(Day, Night, Overnight, and Swing, Mon-Thursday or Friday to Sunday Part time)
Hourly Employee, Full or Part Time: 24 - 32 hrs/wk (depends on the shift), \$26.44 /hour

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 Infirmery is seeking a Front Desk person for our new Navigation Center in San Francisco, serving TGNCI people and ciswomen.

About St. James Infirmery:

The St. James Infirmery 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 Infirmery 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 Navigation Center Front Desk personnel work with a team to staff the front desk, which is the intake point for a live-in facility for 60+ people. You will be a part of a diverse, multi-disciplinary team that provides 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. With the guidance of the Lead Administrator, you will provide organization and care for participants and staff. This will be the first TGNC specific position in which TGNC leadership, and cultural competencies will be centered in all aspects of the job duties and responsibilities.

Front desk personnel are the first 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 work with a large number of people, and perform multiple

tasks at the same time while maintaining a customer service approach. Working at the front desk is an excellent opportunity for an introduction into social services.

QUALIFICATIONS:

- Cultural competency with TGNC people and ciswomen experiencing homelessness. Additional cultural competency with people who are or have been sex workers, people who use drugs, and people who have disabilities related to mental and physical health.
- Possess a strong understanding of harm reduction, and trauma-informed care principles and programming. Commitment to offering consistency of care.
- Understanding of structural inequalities through race and gender. Commitment to equity through action.
- Demonstrable basic computer skills: Windows, Microsoft Office, and Internet.
- Ability to maintain composure and professional behavior in stressful situations.
- Ability to respond to common inquiries and/or complaints from clients, regulatory agencies, and members of the community.
- Ability to clearly communicate services, operations, and office policies and procedures while listening effectively to requests from participants, staff, and the public.
- Demonstrated history of being prompt, reliable, and consistent in performing duties.
- Demonstrated ability to perform multiple tasks efficiently and effectively.
- Maintain agreed upon boundaries with clients.
- Ability to work independently with general supervision.
- Bilingual in English/Spanish is a plus.

JOB DUTIES AND RESPONSIBILITIES:

- Works under the Lead Administrator of the Site Supervisor on managing the front desk.
- Monitors participants entering and exiting the space for weapons, maintains weapon storage bike tracking and bike storage.
- Monitors security cameras for safety concerns and rule violations, emergency response.
- Greet program participants and others who come into the office in a friendly and helpful manner; determine reason for visit, log participants and visitors in and out.
- 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.
- Organize and manage the front desk, documents, and relevant paperwork, answer phone calls and practices HIPAA compliance.
- Track participant arrivals/departures.
- Distribute participants' mail to participants or Case Workers.
- Maintain safety protocol.
- Monitor the front door, participant restroom and outside area around the building for safety and cleanliness.
- Attend trainings as scheduled and assigned
- Other duties as assigned by the Lead Front Desk or Program Director.

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 smell. 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 – Front Desk Staff") 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 Infirmary offers a competitive salary, commensurate with experience and skills, health insurance, vision and dental insurance, and other employee benefits.