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JOB DESCRIPTION

Taimon Booton Navigation Center Programs Director
Salaried Position, Full Time: 40hrs/wk, \$70,000 annually
(This position requires some on call availability)

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 care to TGNCI people and cis women 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 Site Managing Director for our new Navigation Center 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 Program Managing Director role supports and oversees the staff in their daily duties at a live-in facility for 60+ people in San Francisco. You will hire, train, and manage a large, diverse, multi-disciplinary team to provide a nurturing, welcoming and safe place for unhoused TGNCI people and ciswomen to begin their healing and housing process at this harm reduction-based, holistic, TGNCI and sex worker-centered Navigation Center. In lateral collaboration with the Site Operations Director, OurTransHome Director of Housing, and hired consultants, you will provide well-rounded, thorough leadership in all Navigation Center needs, from scheduling to maintenance to mediation and everything in between. 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. The Site Managing Director along with the Site Operations Director and the OTH Director of Housing, reports to the COO and the Administrative/HR Director of St. James Infirmary.

JOB DUTIES AND RESPONSIBILITIES

Be a Leader for Change

- Lead your team in learning and enacting practices of de-escalation, harm reduction, participant centered care, peer support, creative problem-solving, and community building. Implement systems that offer opportunities for education and healing.
- Dynamically lead center management, staffing, supervision, training, security, and community partnerships.
- Work with the Site Operations Director, OTH Director of Housing, and COO/Operations Director to hire, schedule and manage a team of Shift Supervisors, Co-Ordinators, the Case Manager Supervisor and other Staff, providing supervision, mediation, training and support.
- Create and implement managerial systems for accountability and documentation relating to staffing matters.
- Promote community building and engagement among staff and program participants at the Navigation Center.
- Attend HSH Daily planning meetings in the mornings.

Peacefully Resolve Crises and Emergencies

- Ensure a warm, safe and healthy environment for all staff and participants.
- Collaborate with the leadership team to design and implement staff training for staff in collaboration with the Director of housing, Harm Reduction Director and Consultants.
- Respond to participants, community, and public concerns.
- Act as a key decision maker in critical situations relating to guest services and operational matters.
- Ensure peaceful diffusion and employ de-escalation techniques in incidents involving violence or threats of violence. Mediate heated situations among participants and/or staff.
- Provide crisis intervention and lead a team in skill development.

Maintain Successful Programming

- Maintain diplomatic relations with community partners, neighbors and service providers we work with .
- Maintain accurate records; write shift and incident reports, review and authorize Denial of Service notices, hearings, and ensure equitable and appropriate enforcement of Navigation Center rules. Maintain operations logs, records, statistical records and other documentation including computerized records.
- Welcome and manage all participant input at regularly scheduled community meetings, groups and activities.
- Work with the Lead Administrator to oversee and navigate the staff schedule led by the Site Supervisors.
- Ensure all services and program materials are relevant, engaging, accessible, and understood by participants of differing backgrounds and histories.

Compliance, Quality Assurance and Reporting

- Regularly review Navigation Center policies and procedures. Assist and advise in formulating new policies and procedures and revision of existing ones in collaboration with the Navigation Center Directors.
- Ensure proper staffing and ensure staff comply with schedule.
- Gather, maintain, and report Center-specific program data, shift reports, incident reports and other relevant documentation.
- Act as liaison with the Department of Homelessness and Supportive Housing.
- Follow policies, procedures, and protocols established by any appropriate City agency or funder including citywide grievance procedure(s).
- Ensure high-quality performance, achievement of service and outcome objectives, and compliance with legal and contractual requirements through regular program evaluation and development and implementation of a continuous quality improvement process.
- Stay current with innovation and best practice models in service delivery for homeless and formerly homeless people.

KNOWLEDGE AND SKILLS

Proven Leader

- Demonstrated capacity leading diverse, multi-disciplinary teams to success using a participant-centered, harm reduction approach.
- Excellent critical thinking and creative problem solving skills in a fast-paced environment that requires highly developed emotional intelligence.
- Professional, respectful, honest approach to participants, staff and outside agencies.
- Highly developed de-escalation skills to support guests and staff through difficult conversations.
- Collaborative work style, strong initiative and flexibility.

Experienced Administrator

- Excellent computer skills including Microsoft Office and Google Suite.
- Strong knowledge of social services and mental health resources for low-income adults.

QUALIFICATIONS:

- Previous supervisory experience required.
- Experience working with at-risk populations and/or adults with multiple disabilities.
- Good working knowledge of and sensitivity to individuals who use drugs and those with complex psychosocial health histories...
- 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

PHYSICAL REQUIREMENTS:

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 – Nav Center Site Managing Director") 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.