



Job Title: Service Facilitator - Hearing

Reports To: Director of EDC Services

Employment Status: Full Time, Exempt

Summary

Project Homeless Connect is a fiscally sponsored project of Community Initiatives. We seek a full-time Service Facilitator - Hearing is part of our Services Team. The Hearing Lead is responsible for coordinating our Hearing Program including managing relationships with Hearing partners, coordinating logistics for monthly events, Community Day of Services and evaluating the program for impact. The Hearing Lead also works as a general Service facilitator with participants directly to link them to our other in-house programs as well as resources in the community through our Drop-In Services. This position directly reports and works cohesively with the Director of EDC Services to ensure that our program provides high quality services.

The Service Facilitator – Hearing will support participants and refer them to a variety of Homeless resources in the community, including City services such as the Department of Homelessness and Supportive Housing (HSH) Coordinated Entry System, HSH Homeless Outreach Team (SF HOT) and or 311.

Key Responsibilities

Hearing Program Coordination

- Maintain and build positive relationships with existing hearing partners by ensuring timely coordination and regular check-ins
- Supervise Hearing volunteers, interns, and community partnerships when actively working with PHC services
- Responsible for logistics for hearing screening events within Every Day Connect programs
- Responsible for logistics prior to and day of each Community Day of Service, including follow up appointments with various partner agencies that provide hearing care
- Develop a participant care plan, including future appointments and access to hearing aids
- Engage with Participants throughout the program to assess needs, problem solve, and support the pursuit of their further health goals
- Develop and implement a program evaluation plan including evaluating for impact and end of year reporting
- Represent the hearing program in the community
- Maintain a basic understanding of hearing needs and challenges for those experiencing homelessness

Every Day Connect Services

- Perform duties and expectations of service coordination in Drop In/On Site service days.
- Provide service coordination, problem solving, resources, and other client need's virtually on non-direct service days
- Remain up to date on services in the community as they relate to the needs, restrictions, and requirements for Participants
- Quickly assess, problem solve, and connect participants to needed services in the community and through PHC programming
- Document participant intake, case notes, and other services in agency database within 24 hours of completing service



- Participate in outreach walks in partnership with SFHOT and the Healthy Streets Operations Center (HSOC).

Administration

- Participate in PHC staff meetings, trainings, retreats and agency planning
- Positively represent PHC with various stakeholders including volunteers, donors, and other community representatives
- Attend community events and networking opportunities that introduce participants or community members to PHC programs and community resources
- Lead and support with strategizing, creating, and tracking program and evaluation improvement
- Support events team with outreach, set up, and day of support for our quarterly Day of Service Events and other special events
- Occasional weekend/evening hours to support programs
- Contribute to a safe, positive and collaborative work culture
- Other duties as assigned

Desired Qualifications

- Excellent interpersonal and communication skills with diverse individuals and groups.
- Understanding of best practices in social services included but not limited to harm reduction, motivational interviewing, trauma-informed care, strength-based approach and confidentiality
- Professionalism, punctuality, flexibility and reliability are imperative
- Excellent organization skills with the ability to prioritize and manage multiple tasks and projects.
- Ability to adapt to a fast moving, time sensitive work environment
- Experience working with individuals experiencing homelessness, crisis, or direct experience working with another marginalized population. A degree in a related field may be substituted for direct experience.
- Ability to respond quickly and use good judgment in challenging, unusual or emergency situations
- Sensitivity to and experience working with ethnically, culturally, socially and sexually diverse individuals, communities, agencies, staff and organizations
- Proficient in Microsoft Office, Outlook and Sharepoint
- Bilingual in English and Spanish, Cantonese or Mandarin strongly preferred
- Team player and willing and able to help where needed
- Valid Driver's license preferred but not required

Physical Requirements

- Ability to lift and reach for objects and lift and/or move up to 25 pounds
- Ability to walk upstairs, sit and stand
- Must have close visual acuity to prepare and analyze data, text, and figures
- Ability to type utilizing a computer keyboard and the ability to work at a computer for extended periods of time as a primary job function

Comprehensive benefits package including:

- Fully paid medical, dental and vision
- 401k and 3% employer match
- Fully paid basic life insurance, LTD, STD coverage
- 4 weeks paid vacation
- 12 paid holidays
- 4 floating holidays



Application Instructions

Interested candidates should submit a resume and cover letter with salary requirements to jobs@projecthomelessconnect.org

Equal Employment Opportunity

Community Initiatives is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.