

The Gubbio Project - Position Description

LEAD HOSPITALITY MONITOR

The Gubbio Project provides hospitality and accompaniment to homeless neighbors seeking refuge from the streets during the daylight hours in St. Boniface Church in San Francisco's Tenderloin neighborhood and St. John the Evangelist in the Mission. Inspired by Francis of Assisi's solidarity with and love for the poor and outcast, The Gubbio Project works with people in a spirit of cooperation, connection and community. "Sacred Sleep" is the primary program of The Gubbio Project, where homeless guests are invited to sleep inside of the churches from 6 am to 2 pm, Monday to Friday.

The Lead Hospitality Monitor is an exempt, full-time position. The Lead Hospitality Monitor is responsible for assisting the Program Director, and for acting as the supervisor and the "point person" for the Sacred Sleep program when the Program Director is not present. The Lead Hospitality Monitor is also responsible for Supply Management, including the tracking, ordering and managing of supplies needed to properly execute the Sacred Sleep, daily coffee hour and other programs at The Gubbio Project's sites. The Lead Hospitality Monitor reports to the Program Director.

Responsibilities include:

1. When the Program Director is not onsite, the Lead Hospitality Monitor serves as the supervisor of the Sacred Sleep program. This responsibility includes coordinating with Program Director to ensure proper staffing coverage of the Sacred Sleep Program, including adjusting the schedule when staff may be absent.
2. At all times, maintain a safe, clean, welcoming, and quiet program environment in accordance with Gubbio's spirit and guidelines, giving consequences for those who are unsafe or disruptive. Maintain and communicate a list of those who have been suspended. Implement de-escalation skills to resolve conflict.
3. Serve as a role model of professional, ethical, responsible and respectful behavior. Contribute to a positive work environment and culture by showing respect to co-workers and guests, engaging in and modeling positive team dynamics.
4. Provide a consistent listening ear and presence for our guests; provide security for the sites *in a spirit of hospitality and inclusiveness*; work as a member of a team to ensure a quiet, clean, and safe space for sleep; maintain clean, accessible, and stocked restrooms throughout the day; and respond to medical emergencies and/or behavioral problems as they arise.

5. In collaboration with the Program Director and Executive Director, improve on the programming offered to best meet the needs of our homeless guests and to further the mission of The Gubbio Project.
6. Keep updated on resources in the area and support co-workers to make appropriate supportive service referrals. In addition, monitor referral resources in both churches and ensure resource binders and bulletin boards display current information.
7. Regularly update files needed by Executive Director for reporting or grants.
8. Perform other duties as requested by the Program Director or the Executive Director.

In Supply Management, the Lead Hospitality Monitor will:

1. Oversee entire supply system. Ensure sites have adequate supplies, are staying within budget and seeking to be cost effective, and that supplies are distributed as needed.
2. Ensure that all supplies are organized and put away in a consistent and efficient manner. Maintain clean and tidy
3. Ensure that non-monetary donations are properly received and reported.
4. Order supplies as necessary.

Qualifications:

- Experience working with homeless adults.
- Excellent supervisory and team-building skills. Demonstrated capacity leading diverse and multi-disciplinary teams toward a common goal required.
- Well-organized, with excellent interpersonal, listening, oral and written communication, and conflict de-escalation and resolution skills. Ability to set limits.
- Must maintain strong confidentiality and appropriate boundaries.
- Excellent planning, organizational, and problem-solving skills.
- Ability to work with minimal supervision and to handle emergency and pressure situations. Must be able to work in a diverse, stressful, fast-paced environment.
- Strong organizational and time management skills and attentiveness to detail.
- Computer literate in Windows, MS Office and Dropbox.
- Ability to walk and stand for most of the day, climb stairs, bend over, see in dim light at a distance, speak in and hear hushed tones, and lift and carry 40+ lbs.
- Valid CA Drivers' License preferred but not required.
- Bilingual in Spanish/English preferred but not required.

Hours/Schedule: Must be available to work 5:45 am to 2:45 pm, Monday to Friday.

Salary: Salary is competitive and commensurate with experience.

To Apply: Submit a resume and cover letter to admin@thegubbioproject.org. No phone calls, please.