



## **Homeless Prenatal Program (HPP)**

**Title:** Bilingual (Spanish/English) Community Clerk - Jelani House

**Reports to:** Program Manager/Residential Coordinator

The Jelani House Residential Program is an emergency housing project funded through the City of San Francisco and managed by the Homeless Prenatal Program. Jelani House provides a safe, stable living environment for up to 17 homeless pregnant and postpartum individuals in San Francisco. With 30 years of experience serving this population, HPP provides intensive case management, perinatal education and other support to help individuals have healthy pregnancies, transition into parenthood and permanently end homelessness. Bayview community members are strongly encouraged to apply.

The Bilingual Community Clerk is primarily responsible for providing a safe and healthy environment and welcoming atmosphere for program participants. The Bilingual Community Clerk serves as the first point of entry for guest, staff, visitors and vendors at Jelani House. The Bilingual Community Clerks monitor daily building activities, provide 24-hour security, and respond to building and resident emergencies. As the first point of contact for visitors to our property, Bilingual Community Clerks are required to exhibit professional, courteous and respectful conduct to participants and building guests, enforcing property rules while creating a welcoming environment. As a part of the site team, this position helps to ensure a high standard of customer service, cleanliness, and a hazard-free environment. The position is supervised by the Program Manager/Residential Coordinator.

### **Primary Duties and Responsibilities**

- Maintain shift coverage and primary supervision and support of participants. Set and contribute to a safe, dignified, and orderly atmosphere by enforcing program rules, policies, and procedures, as well as observing stated HSH grievance policy. Act as a role model, guiding participants and facilitating appropriate behavior about daily living skills, self-care, personal interaction, social relationships, and constructive time management.
- Provide front-desk and other reception duties in a professional and courteous manner, relay timely and accurate messages, and provide information upon request about available services offered.
- Provide support to monolingual Spanish speaking clients including translation as needed and supporting with participation in groups and classes.
- Monitor daily common area activities of building residents and guests.
- Logs communications and building activity, including unusual events as well as violations of the house rules, visitor policy, and other policies and procedures. Maintain complete and accurate building logs: Visitor Log, Vendor log, Overnight Log, Daily Log.
- Maintain complete and accurate shift reports of activities, repairs, tenant requests, deliveries and services.

- Conduct regular rounds of the facility, and interact with participants to share information, provide supplies, conduct intakes, and facilitate interventions as necessary. Rounds include the interior (hallways, kitchen, bathrooms, and community rooms) and exterior of the building.
- Maintain appropriate professional boundaries with participants and staff, respond to participant requests in a professional and courteous manner, and observe and adhere to participant confidentiality standards.
- Ensure the safety of participants by limiting access to facility to participants, staff, and authorized visitors and service providers; help to ensure adequate health and safety standards are maintained throughout the facility.
- Perform daily maintenance, cleaning, and kitchen duties (assist in preparing living units for incoming families, cleaning and maintaining the kitchen and dining areas, daily upkeep, and cleaning of shelter and office areas); assist with serving resident meals as needed.
- Opportunity to lead/co-lead group classes or activities to encourage community building and social interaction.
- Maintain thorough and accurate records, files, correspondence, and statistics; complete necessary documentation (both hand-written and computer-based/data entry) in a timely, accurate, complete and legible manner, which may include, but is not limited to: notations in the daily log, guest roster, incident reports, sign-in sheets, referrals, showers and laundry schedules, and any other forms used or as directed by your supervisor.
- Respond appropriately to emergencies, including contacting appropriate staff and supervisor(s), interacting with police, fire, and medical personnel as needed and acting as a resource in emergency situations.
- Welcome new participants, including reviewing the program agreement and rules; providing a tour of the building; and informing participants of the services available on site.
- Investigates on residence floors when necessary and appropriate i.e., noise complaints, facilities issues, etc.
- Informs the Program Manager/Residential Coordinator and/or other appropriate staff of any unusual activity or maintenance issues in a timely manner.
- Makes recommendations to the Program Manager/Residential Coordinator relating to the general improvement of the building and community.
- Maintain and promote a cooperative, harmonious, and teamwork environment within an atmosphere of dignity and respect in line with the philosophy and policies of HPP.
- Ensure effective communication of priority information to all necessary staff and shifts.
- Provide varying shift coverage as needed and available.
- Complete designated program-specific, shift-specific tasks.
- Participate in staff and shift change meetings as required.
- Other duties as assigned.

### **Core Competencies:**

All HPP Staff are expected to meet the expectations of our Core Competencies:

**Accountability and Reliability:** Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.

**Collaboration:** Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of team.

**Communication:** Respectful, effective, proactive and willing to engage in hard conversations

**Continuous Learning:** Seeks out new challenges, applies new skills, shows growth.

**Professional Conduct:** Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

## **Qualifications, Skills and Abilities**

- Bilingual Spanish/English required.
- High School Diploma or GED preferred; AA or Bachelor's degree in social work or related field of study welcomed.
- Sensitivity to the needs of homeless families; able and willing to work with diverse staff and participants.
- Experience working in a residential facility providing support services and working with homeless families strongly preferred. Able to respond appropriately to emergencies including contacting appropriate staff and/or contacting and interacting with police, fire, and medical personnel as needed.
- Experience working with participants who have mental health related issues, substance abuse, domestic violence, and/or HIV/AIDS related issues strongly preferred; experience with Child Protective Service agencies, HIPAA requirements, and crisis intervention techniques preferred.
- Able to perform extensive data entry and documentation.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office applications including Word, Excel, and Outlook, etc.
- CPR and First Aid certification required within first six months of hire.
- Essential job functions include using a telephone, working at a standard computer terminal; ability to follow reasonable ergonomic accommodations; sit and stand for long intervals; reach, bend, lift, and carry up to 40 pounds depending on position; and walk up and down stairs several times a day.
- Criminal background check, fingerprint imaging, TB (Tuberculosis) clearance, and documentation required post offer.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment

**Hours:** Currently hiring for swing shifts (4pm-12am) including weekend shifts.

**Reports to:** Program Manager/Residential Coordinator

**Salary:** 19.72+ excellent benefit package

**FLSA Status:** Non-Exempt

Please reply with **Jelani House Community Clerk** in the subject line to [jobs@homelessprenatal.org](mailto:jobs@homelessprenatal.org). Applications must have the job title in the description to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

### **About HPP:**

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case

management provided by Family Case Managers, the majority of whom were once HPP clients themselves or come from the community we serve. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Emergency Services and Case Management.