Episcopal Community Services of San Francisco (ECS): ECS is an innovative and independent non-profit which has worked at the forefront of homelessness since 1983. ECS utilizes a holistic approach to help homeless and very low-income people obtain the housing, jobs, shelter and essential services needed to prevent and end homelessness.

ECS operates the following programs:

Interim Shelter
Navigation Centers (2)
Shelters for single adults (2)
Interfaith Winter Shelter

Adult Coordinated Entry System (ACES) for the City of San Francisco
ECS is the lead agency implementing the new ACES in San Francisco, which is scheduled to launch November 2018. This initiative includes activities related to assessment, problem solving, housing navigation, and housing stabilization services. ECS is overseeing this program in partnership with San Francisco Department of Homelessness and Supportive Housing, as well as with other non-profit partners.

Supportive Housing
ECS manages and/or provides services at 12 supportive housing sites with on-site care coordination for single adults, families and veterans. We are currently co-developing the largest supportive housing project in San Francisco that will be home to over 250 of the most vulnerable community members experiencing chronic homelessness.

Behavioral Health Services
The organization provides a team of behavioral health specialists which includes SF START, a roving team of in-shelter, behavioral health specialists that offer mental health assessment, support, and referrals for guests of all of San Francisco’s adult shelters. SF START is a Medi-cal billing team, partnering with the Department of Public Health to provide these critical services.

ECS also provides clinical support in all of our supportive housing sites, navigation centers, and within our adult coordinated entry system of care.

Healthy Aging
ECS manages a senior day center that provides case management, with a senior meal program that is overseen by the Director of Healthy Aging. The Healthy Aging program supports aging in place best practices across ECS’s supportive housing sites, and advises the emergency housing portfolio on healthy aging practices.
Workforce Development and Social Enterprise
The ECS Workforce & Social Enterprise Department includes a diverse set of activities including three vocational workforce programs (culinary, shelter worker, and hotel), a school, a catering business, congregant meal service and two shelter kitchens.

ECS serves approximately 8,000 individuals annually. The organization has an operational budget of $40 million, assets of $5 million, employs nearly 400 staff members and has over 2,500 devoted volunteers. Additionally, ECS provides partnership management and asset management services to its housing affiliates, with annual operations of $6 million and assets of $42 million.

The published hourly wage for a Services Coordinator II is $17.15. Full-time employees and those working at least twenty hours per week enjoy a comprehensive benefits package.

PRIMARY DUTIES AND RESPONSIBILITIES: The Services Coordinator II acts as a resource, ally, and advisor to Center participants, supporting the routine operation of the Center by monitoring the facility to ensure the health and safety of all on-site.

Responsibilities include providing participants with a meaningful Orientation about Center programs and services and engaging them in Center activities. Each Services Coordinator II will also provide and help maintain a safe, clean, and comfortable environment for all. Daily responsibilities include:

1. Checking the interior (participant sleeping quarters, bathrooms, showers, participant laundry area and community room) and exterior of the building on a regularly-assigned schedule to maintain a clean, safe environment.
2. Inspecting the facilities to maintain security and program compliance.
3. Maintaining the Center Services Coordinator II log according to procedure.
4. Performing all duties within the parameters of Center Policy and Procedures as well as the legislated Standards of Care policies.
5. Helping orient all participants to program rules and responsibilities of the Center.
6. Working with the on-duty Center Supervisor to ensure compliance with the rules and regulations in a fair and equitable manner for all participants.
7. Maintaining Center records in an accurate, complete and legible manner (including attendance at group meetings, disciplinary actions, bed assignments, etc.).
8. Answering phones, taking messages, attending to requests for information in a professional manner according to Center procedure.
9. Maintaining database records according to HSH and Center procedures.
10. Assisting Center volunteers and visitors by providing a warm welcoming atmosphere.
11. Completing and submitting maintenance requests to the Senior Site Manager regarding failed equipment and needed repairs.
12. Responding to all participant requests and questions in a professional and courteous manner.
13. Immediately reporting any problems to the Center Supervisor and Senior Site Manager in accordance with Center policies and procedures.
In collaboration with the Senior Site Manager and Supervisor overseeing Center operations ensuring a safe environment for staff and participants.

The Center Services Coordinator II will ensure that security policies and measures are consistently implemented and adhered to in collaboration with security staff when they are on-duty.

With direction from the Center Supervisor and Senior Site Manager, manage site-specific emergencies or crises.

Provide crisis intervention taking direction from Site Management.

Attending and participating in the daily Shift Change Meetings communicating all issues and concerns to staff coming on the next shift.

Maintaining a clean and healthy environment for participants including the stripping of beds, clearing of lockers, and sleeping areas as assigned.

At the end of every shift, ensuring paperwork is complete and workspace is cleaned and organized.

Collecting, inventorying, tagging, storing, and disposing of participant property according to Center policies and procedures.

Encouraging participants to engage in groups, activities, and services.

Work with the Center Supervisor in making decisions regarding critical incidents relating to the operation of the Center and its participants. As needed, Center Services Coordinators II will immediately alert the Supervisor or any Center Management present regarding the situation and seek direction.

May also be responsible for facilitating groups, workshops, and client meetings.

Refer participants to Center Case Management staff and communicate any concerns or issues related to that participant.

Commit to attending all staff meetings and trainings even when outside of regular work hours. Participation in all applicable staff trainings and staff meetings is crucial to the success of every ECS employee.

Performing all other duties as assigned and required.

REQUIRED QUALIFICATIONS: The successful candidate must hold either a High School Diploma or a GED equivalent with a minimum of two years experience working with the homeless population with high acuity needs. An Associates Degree in human services with one year experience working with the homeless preferred.

Experience working with homeless adults is crucial to the success of the Center Services Coordinator II. Every ECS employee must have strong communication skills, a comprehension of ethics in social services, good general counseling and active listening skills, and proven problem-solving and crisis resolution skills. S/he will also demonstrate excellent cultural competency.

Successful candidates must prove they possess excellent reading and writing skills and possess prior paid experience working with homeless populations that use harm-reduction models. Prior work with people dealing with mental health, disabilities, or substance abuse issues is preferred.

Other: Must secure finger image screening and annual TB screening. Must be able to meet physical requirements of the position which may include long periods of walking, sitting at a desk and/or computer station; lifting items that weigh up to 40 pounds, reaching, bending, and stooping within the daily routine of tasks and activities. Must be able to travel to and from ECS sites. Will honor and abide by Agency rules and regulations, including confidentiality.
Although not all positions require a second language, candidates that are bilingual may apply for positions reserved for bilingual or multi-lingual candidates.

To apply for any of the above-mentioned positions, please send a cover letter and resume to Ashley Siri, Human Resources
675 Minna Street, San Francisco, CA 94103 Email: ECSJobs@ecs-sf.org
Or you may fax your letter and resume to fax number (844) 849-5323
Please include the Position Number of the position for which you are applying.

ECS will consider for employment qualified applicants with arrest and conviction records as consistent with San Francisco’s Fair Chance Ordinance.

EPISCOPAL COMMUNITY SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER