Job Announcement

Title: Special Projects Lead
Reports To: Program Director, Volunteer and Community Support Services (VCSS)
Direct Reports: 3 COVID-19 Weekend Assistants
Status: Exempt

Shanti is a pioneering San Francisco based non-profit that builds human connections to reduce isolation and improve quality of life. We believe that meaningful relationships are essential for navigating life’s most difficult challenges. Because when we take care of each other, we make San Francisco a healthier and more compassionate community, for everyone.

POSITION OVERVIEW:

Reporting directly to the Program Director of VCSS, this position will be responsible for implementing and providing oversight for new efforts that have arisen during the global COVID-19 pandemic. Initially, the majority of this person’s time will be spent managing Shanti’s partnership with the San Francisco Emergency Operation Center’s Feeding Unit (EOC), supporting the COVID-19 Emergency Response Volunteer program (CERV), and helping to design a post-COVID-19 path for the Agency’s volunteer work force that has grown rapidly in the past 6+ months.

PRIMARY DUTIES:

➢ Responsible, as Shanti’s primary contact to the EOC and Meals on Wheels, for ensuring newly quarantined San Franciscans receive enough emergency food to stay quarantined.
➢ Responsible, as Shanti’s primary contact to Shanti’s and EOC’s volunteers and clients, for ensuring all same-day emergency requests are fulfilled.
➢ Responsible for managing the volunteer side of the CERV program, which is a collaboration between Shanti, the Department of Aging & Abilities Services, and Mon Ami. Management of this program may include oversight of the online application process, training of new CERV volunteers, regular meetings with collaborating partners, and oversight of the volunteer background check process.
➢ Responsible for responding to individuals and groups interested in providing volunteer support within Shanti’s EOC and CERV efforts.
➢ Supervise temporary employees working within the CERV and EOC programs.
➢ Facilitate conversations with potential partner nonprofits, the offices of elected officials, and City department staff to identify opportunities for Shanti to support San Francisco’s ongoing post-COVID public health landscape and safety net.
➢ Help design and formalize processes to build long-term relationships with COVID-related and/or new one-time opportunity volunteers.
➢ Oversight of additional projects, to be determined, post completion of EOC and CERV projects.
SECONDARY DUTIES:

- Ensure all administrative aspects of our partnership with EOC are successfully completed, including city requirements, tracking of expenses, and volunteer/client details.
- As needed, serve as first point of contact for COVID-related and/or new one-time volunteers.
- Work with the Volunteer Services team in specialized and/or one-off volunteer recruitment efforts.
- Other duties as assigned.

QUALIFICATIONS/REQUIREMENTS:

We seek highly qualified candidates with as many of the following areas of knowledge, ability, skills and experience as possible:

- This position may require flexible hours including evenings and weekends.
- Minimum 5 years of working in a community-based nonprofit or similar environment, in roles that were either client-, volunteer-, and/or external stakeholder-facing.
- Strong communication skills that support engagement with different stakeholders and that allow the establishing of strong working relationships with a variety of individuals and groups.
- Adaptable and skilled at pivoting quickly and often as circumstances dictate.
- A creative problem-solver who exercises sound judgment and decision-making.
- Excellent task management and organization skills including attention to detail.
- Interest in learning, and receiving and incorporating feedback.

COMPENSATION/BENEFITS:

Shanti offers a competitive non-profit salary and comprehensive benefit package, including multiple fully covered medical options as well as dental and vision. The salary range for this position is 58k to 62k per annum, DOE. Other benefits include life insurance, long term and short-term disability, chiropractic/acupuncture, Employee Assistance Program and Identity Theft Protection. A 403B saving plan is also available.

Shanti allows for flexible schedules as well as promotes a culture of self-care for all our employees. In the first year of employment, employees earn 90 hours of sick time and 112.5 hours vacation annually and begin accruing sick time and vacation time starting their first day of employment with no waiting period (i.e. you can use as you accrue). Employees also receive 2 personal days annually as well as 15 paid holidays.

EQUAL OPPORTUNITY:

Shanti is an equal opportunity employer that supports and lives diversity in our staffing and values. Shanti complies with applicable federal, state, and local laws governing nondiscrimination in employment. We actively encourage and seek qualified candidates from people of all backgrounds.

APPLICATION PROCESS:

To apply, please send a resume and a cover letter to HR@shanti.org. Please no phone calls.