



## Job Announcement

**Title:** HCV Care Navigator  
**Department:** HIV Programs Department  
**Reports To:** HIV Services Manager  
**Status:** Full-Time, Non-Exempt

**Shanti is a San Francisco based non-profit that builds human connections to reduce isolation and improve quality of life.**

**OUR HISTORY:** Dr. Charles Garfield founded the Shanti Project (Shanti) in 1974 as a young psychologist working on UCSF's oncology unit. It was there that he became aware of the profound isolation and loneliness experienced by so many of his patients as they faced a short life span. He resolved that no one should have to experience a life-threatening illness alone. And so, he began to train volunteers to provide sophisticated emotional and practical support while listening deeply, with compassion, to the stories and needs of people facing serious illness and death. This was the beginning of San Francisco Bay Area's **Shanti Project**, one of the first organizations in the world to train lay volunteers to treat what mainstream medicine does not and cannot treat - isolation and loneliness.

**POSITION SUMMARY:** The HCV Care Navigator's work will focus on the provision of services to reduce the incidence of HCV among HIV+ San Franciscans. The Navigator will connect with, engage, and support on topics of treatment readiness, adherence and appointment support, and related psychosocial needs. For clients who work with existing providers, the navigator will work in conjunction with those community partners to effectively increase service for the client and minimize duplication. The Navigator position is a highly mobile, field-based position that will deliver services to clients in the community. The position will be based at Shanti's Tenderloin location.

### PRIMARY DUTIES:

- Perform intakes, psycho-social assessments, and ongoing needs reassessment as client needs shift.
- Actively advocate with, and/or on behalf of, clients within the service provision system and assists clients in accessing Hepatitis C treatment and related services.
- Provide individual care planning and goal establishment, objectives and activities as well as referrals to meet the client's needs and preferences for services and support.
- Use principles of harm reduction to assist clients in managing activities of daily life.
- Maintain documentation, progress notes and client records according to departmental standards.
- Assist clients with management of medication pick-ups and appointment management.
- Follow-up and monitoring, involving in-person, outreach, home visits, and/or telephone calls.
- Distributes vouchers and maintains meticulous records for resource tracking.

### SECONDARY DUTIES:

- Participates in case presentations, consultations, and supervision.
- Participates in activities of the End Hep C SF collaboration.
- Participates in agency functions and fundraising activities as assigned.
- Participates in the development and delivery of educational and social programs for clients.
- Performs other tasks as identified and assigned.

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

- BA/BS in health services or a related field and/or minimum 3 years' experience providing services (including individual and group support) to the targeted communities.
- Experience with communities living with HIV/AIDS and/or Hepatitis C, especially people who inject drugs.
- Exceptional organizational skills and capacity to work independently.
- Comfortable with public speaking, able to adapt to different work settings.
- Candidate will be a self-starter and comfortable initiating collaborations with a range of providers.
- Familiarity and strong belief in the philosophy of Harm Reduction.
- Ability to establish and maintain effective working relationships with a variety of individuals and groups.
- Sensitive to diversity of communities affected by HIV and Hepatitis C, including but not limited to issues of homelessness, sexual orientation, gender, language, spirituality and culture.

**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. Other benefits include life insurance, long term and short-term disability, chiropractic/acupuncture, Employee Assistance Program and Identity Theft Protection. A 403B saving plan also available to all employees regardless of FTE status. Shanti allows for flexible schedules as well as promotes a culture of self-care for all our employees. Employees begin accruing sick 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 14 paid holidays.

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required navigate and travel around the city of San Francisco using public transportation and be comfortable walking or standing for extended periods.

**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 Jordan Akerley, HIV Services Manager at: [jakerley@shanti.org](mailto:jakerley@shanti.org). Please no phone calls.