



## Job Announcement

**Title:** Program Manager  
**Department:** PACT Program for Potrero Hill  
**Reports To:** Director  
**Status:** Exempt

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**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:** Shanti is seeking a compassionate individual committed to trauma-informed care, a strengths-based, harm reduction approach to services, and a commitment to racial equity and justice to guide and support the Shanti PACT Program team in delivering the highest quality services to Potrero Terrace and Annex (PTA) residents. PTA is one of four HOPE SF public housing sites that is being redeveloped into a mixed-income community with on-site health and wellness supports through innovative city and community-based collaborative partnerships and programming. The program manager is a highly visible, mobile, field-based, accessible staff person whose primary duties will be to support care navigation staff, manage data and reporting, and build and maintain collaborative partnerships on-site at Potrero Hill.

### **PRIMARY MANAGEMENT DUTIES:**

- Build expertise in activities related to the revitalization of Potrero Hill public housing related to the HOPE SF initiative
- Provide support, encouragement, positive and critical feedback, and on-going professional development to PACT care navigators, including weekly supervision, crisis management, and day-to-day support
  - Model and promote collaboration, compassion, positivity, and a commitment to race equity in all activities
- Manage PACT program data:
  - create and implement tools for meticulous data collection and reporting
  - input data into city data management systems
  - ensure that program expectations and deliverables are met, and compliant with funder and agency requirements
- Build strong, trusted relationships with Potrero Hill residents and community partners, including community-based organizations, private developers and San Francisco City and County partners
- Advocate for resident and staff needs, escalating issues to director and community partners as necessary
- Hold caseload of 20-40 households, as needed
  - Provide emotional and practical support to Potrero Hill residents, including housing stabilization and retention, relocation readiness and community stewardship services
- Other duties as assigned

## **SECONDARY DUTIES:**

- Facilitate Shanti Peer Support Training
- Participate in Agency-wide program and staff development activities
- Other duties as assigned

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

- Minimum 2 years of direct service and 1 year of management experience within programs serving low-income communities.
- Experience living or providing services within public housing settings or BayView / Hunters Point, Mission, Western Addition, Visitation Valley, Tenderloin and Potrero Hill neighborhoods, highly preferred
- Personal and professional understanding of issues related to living in public housing, including generational trauma, social, economic and political marginalization
- Demonstrated commitment to race equity
- Trained in trauma-informed care, harm-reduction, and strengths-based approaches to services
- Familiarity with the San Francisco continuum of care (healthcare and social services) for marginalized communities
- Proficient in Microsoft Office, Outlook, Client/Data Management Systems and meticulous in data management and reporting, including use of laptop and smart phone
- Experience facilitating groups; values team cohesion and positivity
- Highly collaborative and relational; values partnerships, and learning from and sharing with others
- Strong interpersonal, written and oral communication skills
- Sensitivity to diverse communities, including but not limited to issues of poverty, homelessness, mental illness, substance use, sexual orientation, gender, language, spirituality, and culture
- Bi-lingual Spanish-English preferred.

**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 is 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. 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 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 to navigate and travel around the city of San Francisco using public transportation and/or on foot for extended periods. This position requires a high level of written and spoken communication. The employee is required to use a computer and smart phone to regularly input program data, schedule appointments, and communicate with Shanti staff, Potrero Hill residents and community partners.

**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 Alyssa Nickell at [anickell@shanti.org](mailto:anickell@shanti.org). Please no phone calls.