



Job Announcement

Title: PAWS Program Manager
Department: Pets Are Wonderful Support
Reports To: PAWS Program Director
Status: Exempt

PROGRAM SUMMARY: Pets Are Wonderful Support (PAWS) provides supportive pet care services to low-income seniors and people with disabling illness such as HIV, MS, PTSD, and cancer. We help people keep their pets in their lives when they need them the most. PAWS serves 600+ clients through services such as a pet food bank, financial assistance with veterinary care, emergency pet foster care, Ask the Vet consults, dog washes, vet transport, and other services. PAWS is a program of Shanti, which is a non-profit that builds connections to reduce isolation and improve quality of life.

POSITION SUMMARY: PAWS is seeking a compassionate person committed to trauma-informed care with a strengths-based, harm reduction approach, who will help provide the highest quality services to clients and their beloved pets. The Manager will directly support PAWS clients with last names K-Z by providing active listening and coordination of supportive pet care services. The Manager will play a key role in supervising and supporting PAWS staff. In addition, the Manager will provide valuable thought leadership and collaboration with the Program Director on both daily and big-picture work. The position is office-based with some work in the field.

PRIMARY DUTIES:

- Build and cultivate supportive relationships with clients
- Coordinate pet care services such as veterinary visits, emergency pet foster care, and other animal needs
- Offer ongoing support to clients including telephone calls, emails, texts, and in-person visits
- Provide supervision, support, and/or coaching to PAWS staff
- Collaborate closely with Program Director to provide program oversight and strategic direction
- Serve as lead staff member for PAWS services such as Ask the Vet consults
- Perform client intakes to confirm client eligibility and orient clients on how to use PAWS services
- Maintain case notes and other documentation using a Salesforce database

SECONDARY DUTIES:

- Participate in individual supervision and team meetings
- Represent PAWS in cross-program and external meetings
- Provide coverage for PAWS services such as dog washes, pet food bank, and other services
- Review client service offerings with the goal of making them more impactful to clients
- Oversee key PAWS events such as planning the annual pet holiday stocking delivery
- Participate in agency functions such as the annual PAWS gala fundraiser Petchitecture
- Other duties as assigned

QUALIFICATIONS: We seek highly qualified candidates with as many of the following skills as possible:

- Minimum 3 years of direct service and 2 years of management experience
- Experience working with people living with life-threatening illness or other types of significant challenges
- Proficient with technology (such as Excel) and running reports from databases (such as Salesforce)
- Appreciation for the power of the Human-Animal Bond
- Strong interpersonal, written, and oral communication skills

- Able to work well both independently and on a team
- Ease in talking with clients, using active listening skills and open-minded warmth
- Strong problem-solving skills, using sound judgment and creativity
- A solid self-care regimen to support the emotional weight of serving clients in direct service
- Excellent task management and organizational skills
- Ability to establish and maintain effective working relationships with a variety of individuals and groups
- Attentive to diversity, including but not limited to sexual orientation, race, language, & mental illness
- Experience with racial justice, restorative justice, or similar areas
- Bilingual Spanish/English a plus, but not required

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, an Employee Assistance Program, identity theft protection, and a 403b retirement plan. Shanti is a dog-friendly office and we support staff in pet guardianship. Employees earn 29 paid time off (PTO) days annually, in addition to 14+ paid holidays. Shanti promotes a culture of self-care for all our employees.

PHYSICAL REQUIREMENTS: The physical demands described 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. Availability to perform some weekend and/or evening work is required. The manager is regularly required to sit, stand, and walk. All PAWS staff are regularly pushing, pulling, or lifting objects (such as pet food) weighing up to 20 pounds. The Manager must be comfortable being in the presence of domesticated animals such as cats and dogs.

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 employment nondiscrimination. We actively encourage and seek qualified candidates from people of all backgrounds. People of color encouraged to apply.

PAWS HISTORY: Since 1987, PAWS has helped thousands of people and their companion animals find healing, hope, and unconditional love. PAWS began as volunteers mobilized in response to the HIV/AIDS epidemic. While serving at The San Francisco AIDS Foundation Food Bank in 1986, volunteers noticed that some clients were neglecting their own nutrition and feeding food to their animal companions instead. With the belief that no person should have to choose between feeding themselves or their beloved pets, the volunteers created a pet food bank. The need for this service was enormous and in 1987, PAWS became an official non-profit organization. Over the years, PAWS has expanded the types of services we offer and who we serve. Through our educational programs, PAWS has been a leader in the field with national conferences and the publication of The Safe Pet Guidelines, The Health Benefits of Companion Animals, and The PAWS Start-Up Kit which helped launch PAWS-like organizations in over 28 other communities.

SHANTI HISTORY: Dr. Charles Garfield founded 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. He resolved that no one should have to experience a life-threatening illness alone. He began training volunteers to provide emotional and practical support while listening deeply, with compassion, to the stories and needs of people facing serious illness and death. This marked the beginning of Shanti, which is one of the only organizations in the world helping address what mainstream medicine does not and cannot treat – isolation and loneliness. Shanti now serves people living with HIV, women living with cancer, people who are LGBTQ, public housing residents, seniors, and adults with disabilities.

APPLICATION PROCESS: To apply, please send a resume and cover letter to Katherine D'Amato, PAWS Program Director, at kdamoto@shanti.org.