



Job Announcement

Title: PAWS Care Navigator
Department: Pets Are Wonderful Support
Reports To: PAWS Program Manager
Status: Full Time, Non-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 clinics, 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. They will directly support clients with last names A-J by providing active listening and coordination of supportive pet care services. Pre-COVID-19, this position was office-based, with some work in the field (such as client home intakes, dog washes, etc). During COVID-19, this position works primarily from home but retains some in-office duties such as pet food bank coverage. After COVID-19, the position will return to being primarily office-based, with some work in the field.

PRIMARY DUTIES:

- Build and cultivate supportive relationships with clients
- Create individual pet care plans and coordinate client services such as arranging veterinary visits, emergency pet foster care, and vet transports
- Prioritize among a high volume of client calls/emails to address time-sensitive needs as well as ongoing needs
- Perform client intakes to confirm client eligibility and orient clients how to access PAWS services
- Offer ongoing support to clients including telephone calls, emails, texts, and in-person visits
- Maintain case notes and other documentation using a Salesforce database
- Serve as lead staff member for selected PAWS services such as dog washes
- Demonstrate a commitment to equity, inclusion, and social justice, including an awareness of how bias and structural oppression impact the communities we serve, and be committed to understanding how one's own identities can impact relationships with clients
- During COVID-19, maintain effective communication with team using Zoom, Teams, and other online platforms

SECONDARY DUTIES:

- Participate in individual supervision, team meetings, and other collaborative work
- Provide coverage for PAWS services such as Pet Food Bank, Ask the Vet clinics, and other services
- Assess clients for human support needs and provide referrals to internal and external community resources
- Build and maintain working relationships across Shanti programs, including collaborating on mutual client cases
- Evaluate clients for pet support needs (such as dog walking) and participate in the volunteer-client matching process
- Support key PAWS client events such as the annual pet holiday stocking delivery
- Participate in agency functions such as annual PAWS gala fundraiser Petchitecture and Shanti CIU event
- Other duties as assigned

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

- Minimum 1-2 years of providing direct service to people in need
- Experience working with people living with life-threatening illness or other types of daily challenges
- Proficient with technology (such as Microsoft 365 Suite) and using 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
- 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, staff pet food purchasing, and a 403b retirement plan. Shanti is a dog-friendly office. Employees earn 29 paid time off 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. The Care Navigator 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 Care Navigator 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 nondiscrimination in employment. We actively encourage and seek qualified candidates from people of all backgrounds.

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 some clients were neglecting their own nutrition and feeding food to their animal companions instead. With the belief that no one should have to choose between feeding themselves or their 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. PAWS has become a leader in the field, including publishing national educational resources such as Safe Pet Guidelines, as well as The Start-Up Kit which helped launch PAWS-like organizations in 28+ 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 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 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 a cover letter to Raquel Bernaldo at rbernaldo@shanti.org.