



Job Announcement

Title: COVID-19 Weekend Assistant
Reports To: COVID-19 Special Projects Manager
Status: Non-Exempt, Temporary

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

OUR HISTORY: For 46 years, Shanti has been cultivating compassion in our community. Founded in 1974 by Dr. Charles A. Garfield at the UCSF Cancer Institute, Shanti was one of the first volunteer organizations in the United States to provide support to people with life-threatening illness. From our earliest days, Shanti has shined a light on the invisible suffering that accompanies illness and isolation. And we have called on the community to be the difference between zero and one—the difference between facing life’s most difficult challenges alone or with one person by your side.

POSITION SUMMARY: In partnership with the City of San Francisco’s Emergency Operations Center (EOC), Shanti coordinates and provides same-day essential support to newly quarantined San Franciscans. Sometimes with as little as 2-4 hours notice, this program ensures food and other essentials (e.g. diapers and baby formula) are delivered to COVID-positive clients, so they can keep quarantine and focus on getting better.

The COVID-19 Weekend Assistant will engage with and support Shanti volunteers on their weekend grocery runs, as well as ensure online hot meal and grocery orders are processed successfully. This position is perfect for someone who wants to work from their home on weekends *and* make a real impact in San Francisco’s response to COVID-19 (In 2020, this program touched the lives of over 1,000 of our neighbors most impacted by the pandemic, ranging in age from 2 weeks old to 95 years old.).

PRIMARY DUTIES:

- Recruit volunteers needed for that day, provide them with all relevant information, and troubleshoot any issues which may arise during volunteer grocery runs
- In coordination with Meals on Wheels, receive and track EOC client referrals via email
- Place hot meal orders through food delivery apps such as DoorDash and Caviar
- Work with collaborative agencies and volunteers to ensure grocery requests are delivered to clients in quarantine
- Place Amazon Grocery orders as needed
- Create and maintain Excel Spreadsheets and Word Documents to track client and volunteer information, expenses, and program statistics
- Track Receipts for Amazon and DoorDash orders
- Communicate with clients to verify logistics
- 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:

- Must have availability on both Saturdays and Sundays (approximately between the hours of 10am-6pm)
- Adaptable, intuitive, and a creative problem-solver
- Strong written and verbal skills
- High level of comfort with Microsoft office/outlook skills
- Adept at navigating online food delivery services

- Ability to work well alone or collaboratively
- Strong time management and organization skills
- Must be proficient and comfortable with texting and talking on the phone in a warm and direct manner

COMPENSATION/BENEFITS: Compensation for this position is \$25/hour for 16-20 hours per week. This is a temporary position, which is funded through June 30th (though the contract may be extended)

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee will be seated at a computer. All duties will be performed remotely.

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 Courtney DeGiobbi, COVID-19 Special Projects Manager at: CDeGiobbi@Shanti.org. Please no phone calls.