



Job Announcement

Title: **LAASN Program Manager**
Department: **LGBTQ+ Aging and Abilities Support Network (LAASN)**
Reports To: **LAASN Program Director**
Direct Reports: **LAASN Care Navigators**
Status: **Exempt**

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

OUR HISTORY: For 45 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: The LAASN Program Manager will support LGBTQ+ older adults and adults with disabilities who are experiencing (or at risk of experiencing) social isolation. The Program Manager is a thought partner for the Program Director, as they navigate the impact of COVID-19 and the strategic direction of the program. The Manager will work to support community partners and program staff to find innovative solutions for reducing/alleviating isolation for clients. LAASN is seeking a compassionate and committed individual who will effectively carry out both program management and direct service responsibilities.

PRIMARY DUTIES:

- Collaborates with Program Director on program oversight and strategic direction.
- Supervises and supports 2.0 FTE LAASN Care Navigators.
- Manages and maintains accurate program data through LAASN client database and provides client data reports.
- Manages community resource library and identifies new resources related to the needs of LAASN clients and the greater LGBTQ+/AWD community.
- Maintains close working relationships with key referral agencies and community partners.
- Conducts in-services to other community agencies, as requested.
- Represents Shanti at community meetings in tandem with Program Director.
- Maintains client caseload providing Care Navigation to clients including, client intakes, psycho-social assessments, and ongoing needs reassessment. Specifically:
 - Build and cultivate supportive relationships with clients.
 - Provide individual supportive care planning as well as referrals to meet the client’s needs and preferences for services and support, including emotional and practical support.
 - Actively advocate with, and/or on behalf of, clients within the service provision system and assists clients in achieving and maintaining independent functioning.
 - Follow-up on and monitor client needs, including in-person meetings, outreach, home visits, and/or telephone calls.
 - Facilitate client support groups in collaboration with community partners.
 - Assess clients for appropriateness for volunteer services and participate in matching process.
 - Oversee and assess ongoing needs of currently matched clients and their volunteers.

- Maintain documentation, progress notes and client records according to departmental standards.
- Review referrals and assigns new clients to Care Navigators.
- Other duties as assigned

SECONDARY DUTIES:

- Participates in/facilitates case presentations, consultations, and supervision.
- Supports design of and participates in social programming and wellness services for clients.
- Participates in agency functions and fundraising activities as representative of LAASN program team.

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

- Minimum 5 years of direct service in health services-related field and 2 years of management experience
- Experience providing services to LGBTQ+ Seniors and AWD, as well as communities living with HIV/AIDS
- Strong preference for experience providing services to communities living with HIV/AIDS
- Sensitive to diversity of LGBTQ+ Seniors/AWD and HIV-positive communities, including but not limited to issues of homelessness, sexual orientation, race, gender, language, mental illness, and culture
- Strong task management and organizational skills
- Ability to establish and maintain effective working relationships with a variety of individuals and groups.
- Strong interpersonal, written, and oral communication skills
- Self-motivated, energetic and committed
- Ability to work independently as well as in a team setting
- Strong problem-solving skills, using sound judgment and creativity
- Preference for working experience and familiarity with the philosophy of Harm Reduction
- Proficient with technology

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 15 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 Joanne Kipnis, LAASN Program Director at: jkipnis@shanti.org. Please no phone calls.