



## Job Announcement

Title: Program Director  
Department: Peer Advocate Care Team (PACT) Program for Potrero Hill  
Reports To: Deputy Executive Director  
Supervises: PACT Program Manager (2.0 FTE); PACT Behavioral Health Lead (1.0 FTE)  
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. [www.shanti.org](http://www.shanti.org)**

Shanti is seeking a compassionate individual committed to racial equity and justice to oversee on-site support to residents of Potrero Hill Terrace and Annex (PTA) in San Francisco, toward the goal of greater housing stability, community engagement, healing and connectedness. 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. Shanti's PACT Program supports Potrero Hill households whose physical and social environments are undergoing vast changes related to the HOPE SF initiative. The PACT team provides emotional and practical support to households related to relocation readiness, housing stabilization, accessing critical health and social services and connecting with neighbors.

**POSITION SUMMARY:** The Shanti PACT Program Director is a highly visible, mobile, field-based individual who is accessible to PACT direct-care and management staff, Potrero Hill households, community partners and funders. The PD will—collaboratively and transparently—oversee program design, implementation and evaluation, staff development, funding and partnership development, and contracts. With the PACT team, the PD will create an atmosphere for excellent team morale, service delivery and contract compliance. The PD also will work closely with Shanti leadership and other client-service teams to ensure PACT alignment with agency-wide strategies, including championing efforts toward becoming an anti-racist agency.

**PRIMARY DUTIES:**

- Provide high-touch support and guidance to the PACT team members using creative, tailored, strengths-based methods developed in collaboration with staff:
  - Provide supervision to PACT leadership team using a partnership approach and shared decision-making.
  - Work with the PACT leadership team to set norms, values and group dynamics for the PACT team.
  - Create a supportive environment for on-going learning, including opportunities to build emotional intelligence, professional skills, cultural humility, and healing practices.
  - Collaborate with the PACT Behavioral Health Lead and other Shanti staff to translate and coach staff on how to implement the Shanti model to support residents with complex behavioral health needs.
  - Represent and advocate for the needs of program staff at the organizational level and with partner agencies.
  - Collaborate with the PACT Behavioral Health lead to build opportunities with partners and wider Shanti staff to discuss best practices for serving and advocating alongside clients with complex behavioral health needs.

- Build strong, trusted relationships with Potrero Hill residents and community partners, community-based organizations, private developers and San Francisco City and County partners:
  - Regularly attend community-based and resident-driven events to learn directly from residents and partners how PACT can best support the community through the Shanti model.
  - Center and integrate community and partner feedback into program design and evaluation.
  - Represent Shanti and champion the needs of Potrero Hill households at community and municipal events, including public speaking, to share data analyses and advocate for community needs.
- Work collaboratively with the Deputy Executive Director and program staff to develop short- and long-term goals for the PACT program based on community needs and agency-wide strategic objectives and capacity.
- Oversee design and implementation of program activities and evaluation, in collaboration with the PACT team and with the Deputy Executive Director to align with agency-wide data and evaluation strategies.
- Secure short- and long-term funding for the PACT Program in collaboration with the Development Department, Potrero Hill developers, and city & county partners.
- Oversee subcontracts and work collaboratively with subcontract leads to design, evaluate and report on outputs and impacts of programs.
- Oversee contract management, including reporting, negotiating, tracking deliverables, and managing contract budgets.
  - Build and maintain trusted, working relationship with contract development and monitoring staff of funding agencies.
  - Build and maintain trusted, working relationship with Shanti finance team to ensure timeliness of invoicing, reimbursements, and with the Shanti CFO to ensure program design is aligned with Shanti's fiscal strategies and capacity.
- Participate in hiring, mentoring, training and evaluating program staff.
- Model and promote compassion, positivity, collegiality, and a commitment to race-equity in all activities.

#### **SECONDARY DUTIES:**

- Participate in and facilitate agency-wide program and staff development activities.
- Meet and collaborate with other Shanti program directors to align program models and values.
- Perform 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:

- Knowledge of and commitment to trauma-informed care and race equity.
- Minimum of 5 years of direct service and 5 years of management experience, including leading a team, and supervision of management staff within programs serving low-income, marginalized, communities of color.
- Personal and professional understanding of issues related to living in public housing, including generational trauma, social and political marginalization.
- Demonstrated ability to build strong, trusted relationships with clients and community partners within marginalized communities.
- Demonstrated ability to raise funding for short- and long-term projects from private and public donors.
- Demonstrated ability to work collaboratively and transparently with clients, colleagues, community partners, community-based organizations and governmental agencies toward a collective goal.
- Detail oriented, with excellent communication (written and verbal), organizational, and interpersonal skills; proficient in Google Docs, Microsoft Office suite, Outlook and electronic client management systems.
- Demonstrated commitment to developing and maintaining an anti-racist workplace.
- Experience and commitment to practicing cultural humility while working with and within a diverse community.
- Highly reflective, relational and positive, with the ability to laugh at oneself and with colleagues.
- Ability to communicate and act in ways that evidences respect for others, encourages constructive feedback, and acknowledges differences in skills and opinions, while keeping others' best intentions in mind.

- Knowledge of and commitment to the Shanti Model of Peer Support.
- All Shanti employees must provide proof of vaccination for COVID-19 or complete weekly testing.

**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. 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 Shanti Human Resources at [HR@shanti.org](mailto:HR@shanti.org). Please no phone calls.