



Job Announcement

Title:	Manager, Margot Murphy Women's Cancer Program
Reports to:	Director, Margot Murphy Women's Cancer Program
Direct Reports:	Care Navigators
Classification:	Full-time, Exempt

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

OUR HISTORY: Dr. Charles Garfield founded the Shanti Project (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 as they faced a short life span. He resolved that no one should have to experience a life-threatening illness alone. And so, he began to train volunteers to provide sophisticated emotional and practical support while listening deeply, with compassion, to the stories and needs of people facing serious illness and death. This was the beginning of San Francisco Bay Area's Shanti Project, one of the first organizations in the world to train lay volunteers to treat what mainstream medicine does not and cannot treat - isolation and loneliness.

POSITION SUMMARY: Created in 2001, The Margot Murphy Women's Cancer Program supports underserved women with cancer in San Francisco to overcome barriers to care with special emphasis on women of color and those who face additional burdens due to immigration status. This position allows someone to have a direct impact on clients and to manage programmatic processes. The Program Manager will not only foster a supportive environment but also support and guide program staff to deliver culturally and linguistically appropriate supportive care to clients. This includes building connections with staff, clients, community partners and organizations. The Program Manager will support the Program Director on program design, implementation and evaluation. This position serves as a primary point of contact for client referrals to the program, as well as collaborating with key referral community organizations and medical centers. As such, the Program Manager will need to be proactive, detail-oriented, organized and adaptive to respond to different areas of support required of the role. They will also spend approximately half of their time providing care navigation for our clients.

PRIMARY DUTIES:

- Provide support and supervision for care navigators. Meet regularly with each care navigator to provide supportive supervision around personnel issue and client care.
- Oversee the process for referral and assignment of clients. Assign new cases to care navigator team with client and staff centered lens. Balance and manage caseloads accordingly.
- Maintain accurate program data for ongoing program analysis/reference, evaluation, development, and reporting.
- Manage internal client chart and electronic audit process. Maintain accurate electronic and hardcopy documentation according to San Francisco Department of Public Health contract standards.
- Lead onboarding and training of new hires.
- Maintain close working relationships with key referral partners, including Zuckerberg San Francisco General Hospital (ZSFGH), University of California San Francisco Mt. Zion and Mission Bay (UCSF), California Pacific Medical Center (CPMC), Kaiser, Northeast Medical Services (NEMS), Chinese Hospital and others for high quality referral systems, client care issues and case conferences.

- Develop and maintain close working relationships with key community partners such as Bay Area Cancer Connections (BACC), Pink Ribbon Girls (PRG), American Cancer Society (ACS), Cancer Care, Project Open Hand (POH), Charlotte Maxwell, and others.
- Coordinate with local transportation companies for taxi voucher and rideshare systems.
- Lead support for Salesforce ECM for the program; communicate program needs to Salesforce support staff, create reports for program audit, data reporting and evaluation needs.
- Provide care navigation to a .5 FTE caseload of clients.
- Manage intern program including assessing program needs, outreach hiring and management along with program director.
- Lead facilitator for client-volunteer matching process.
- Co-facilitate Shanti Peer Support Volunteer Trainings.
- Other duties as assigned.

SECONDARY DUTIES:

- Facilitate ongoing community outreach presentations at health fairs, and to CBOs, churches, social service organizations, media, etc.
- Coordinate program training needs along with director. Maintain record of staff trainings; research staff trainings and distribute training information to program staff.
- Manage orders for program supplies and promotional materials.
- Assist in social media postings and publicity efforts along with communications staff.
- Manage internal care navigator resource website.
- Plan staff retreats and social events.
- 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:

- Minimum 3 years of experience in a healthcare or social service agency setting required; understanding of cancer and/or women's health issues preferred.
- Minimum 3 years of management experience, including supervision of management staff within programs serving low-income, marginalized, communities of color.
- B.A./B.S. in Public Health or Social Sciences preferred but not required.
- Bilingual in Spanish or Cantonese required.
- Personal or professional understanding of issues relating to health equity.
- Experience with or sensitive to diversity of communities, including but not limited to issues of poverty, homelessness, mental illness, substance abuse, sexual orientation, gender, language, spirituality and culture.
- Detail-oriented, with excellent communication (written and verbal), organizational, and interpersonal skills; proficient in Microsoft Office suite, Outlook and electronic client management systems or CRM system.
- Highly collaborative and relational; values team cohesion and positivity with ability to support team in dynamic, changing environment.
- Demonstrated ability to work collaboratively and transparently with clients, colleagues, community partners, community-based organizations and governmental agencies toward a collective goal
- Demonstrated commitment to developing and maintaining an anti-racist workplace.
- Knowledge of and commitment to the Shanti Model of Peer Support
- Ability to work flexible hours.
- 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. The salary for this position is \$60,000-\$70,000 per annum DOE.

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: 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 to 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 Ai May Tan, Women's Cancer Program Director at: atan@shanti.org. Please no phone calls.