



## Job Announcement

Title: **LAASN Care Navigator**  
Department: **LGBTQ+ Aging and Ability Support Network (LAASN)**  
Reports To: **LAASN Program Manager**  
Status: **Full-Time; Non-Exempt**

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**Shanti is a San Francisco based non-profit that builds human connections to reduce isolation, enhance health and well-being, 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** The LAASN Care Navigator is responsible for responding to the emotional and practical support needs of LGBTQ+ Older Adults and LGBTQ+ Adults with Disabilities, with a focus on LGBTQ+ people of color, lesbian/bisexual women, and the Transgender and Gender Non-Conforming community. The Care Navigator will be bilingual in Spanish in order to meet the needs of a growing Spanish-speaking client population. The Care Navigator will connect with, engage, and support LAASN clients to access their needs and enroll in services, identify and overcome barriers within the system of care, and cultivate emotional resiliency and related psychosocial needs. The Navigator will effectively collaborate with existing providers to effectively manage and increase clients' services, as needed as well as seek and establish new referral partnerships with community partners to broaden needed service opportunities for clients.

The Navigator position is a highly mobile, field-based position that will deliver services to clients in the community. The position is based at Shanti's Mission location. Currently, LAASN is supporting a hybrid work structure due to COVID.

### **PRIMARY DUTIES:**

- Conduct ongoing, targeted outreach to potential client populations including LGBTQ+ people of color, lesbian/bisexual women and the TGNC community.
- Build and cultivate supportive relationships with clients
- Perform initial intakes, psycho-social assessments, and ongoing needs reassessment, as client needs change
- Provide individual care planning and goal establishment, objectives and activities as well as referrals to meet the client's needs and preferences for services and support
- Provide emotional support and practical support to clients
- Actively advocate with, and/or on behalf of, clients within the service provision system and assists clients in achieving and maintaining independent functioning
- Collaborate with existing client providers to effectively manage and increase services, as needed
- Follow-up and monitoring, involving in-person, outreach, home visits, and/or telephone calls
- Provide health counseling and mental health support to clients as needed

- Provide support group facilitation to clients, as needed
- Maintain documentation, progress notes and client records according to departmental standards, using a computer-based client information system and city data collection system (GetCare)
- Assess clients for appropriateness for volunteer services and participates in matching process
- Oversee and assess ongoing needs of currently matched clients
- Cultivate supportive relationships with volunteers
- Participate in wellness programming and activities, as needed
- Other duties as assigned

**SECONDARY DUTIES:**

- Participate in case presentations, consultations, and supervision
- Participate in agency functions and fundraising activities as assigned
- Participate in the training of peer support volunteers
- Performs other tasks as identified and assigned

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

- B.A./B.S. in a social-services-related field and/or minimum 2-3 years' experience providing services (including individual and group services) to targeted communities
- Bilingual in Spanish required.
- Strong interpersonal and communication skills to be able to effectively with staff, volunteers, interns, clients and outside agencies
- Ability to establish and maintain effective working relationships with a variety of individuals and groups.
- Preferred experience with communities living with life-threatening illness and/or other day-to-day challenges
- Preferred experience with LGBTQ+ older adults and adults with disabilities, communities living with HIV/AIDS, and targeted populations such as LGBTQ+ people of color, lesbian/bisexual women, and Transgender/ Gender Non-conforming (TGNC) individuals
- Sensitive to diversity including, but not limited to, sexual orientation, gender identification, race, language, spirituality, and culture
- Belief in with the philosophy of Harm Reduction
- Must be fully vaccinated for COVID-19 or willing to test weekly

**COMPENSATION/BENEFITS:** Shanti offers a competitive non-profit salary starting at \$55,000 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 an optional Teledoc plan. 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. This position will be a hybrid in office/remote position with the option to work remotely up to 3 days per week. 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, Program Director at [jkipnis@shanti.org](mailto:jkipnis@shanti.org). Please no phone calls.