



## Job Announcement

<b>Title:</b>	<b>PAWS Care Navigator</b>
<b>Department:</b>	<b>Pets Are Wonderful Support</b>
<b>Reports To:</b>	<b>PAWS Program Manager</b>
<b>Status:</b>	<b>Full Time, Non-Exempt, 37.5 hours per week</b>

**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:** Shanti was founded in 1974 when a young psychologist was working on UCSF's oncology unit. He became aware of the profound isolation experienced by so many of his patients. This marked the beginning of Shanti, which is one of the only organizations in the world helping address what mainstream medicine does not and cannot treat – isolation and loneliness. Shanti now serves people living with HIV, women living with cancer, people who are LGBTQ, public housing residents, seniors, and adults with disabilities.

**PROGRAM SUMMARY:** Pets Are Wonderful Support (PAWS) provides supportive pet care services to low-income seniors and people with disabling illness such as HIV, MS, PTSD, and cancer. We help people keep their pets in their lives when they need them the most. PAWS serves 600+ clients through services such as a pet food bank, financial assistance with veterinary care, emergency pet foster care, Ask the Vet clinics, dog washes, vet transport, and other services.

**POSITION SUMMARY:** PAWS is seeking a compassionate person committed to trauma-informed care with a strengths-based, harm reduction approach, who will help provide the highest quality services to clients and their beloved pets. They will directly support clients by providing active listening and coordination of supportive pet care services. This position is primarily office-based, with some work in the field.

### **PRIMARY DUTIES:**

- ▶ Build and cultivate supportive relationships with clients
- ▶ Coordinate client services such as arranging veterinary visits, emergency pet foster care, and vet transports
- ▶ Provide emotional and practical support for clients regarding their companion animals (dogs, cats, birds, and other)
- ▶ Prioritize among a high volume of client calls/emails to address time-sensitive needs as well as ongoing needs
- ▶ Perform client intakes to confirm client eligibility and orient clients how to access PAWS services
- ▶ Offer ongoing support to clients including telephone calls, emails, texts, and in-person visits
- ▶ Maintain case notes and other documentation using a Salesforce database
- ▶ Communicate effectively with team using Zoom, Teams, and other online platforms
- ▶ Demonstrate a commitment to racial equity, diversity, and inclusion, including an awareness of how bias and structural oppression impact our clients
- ▶ Be committed to understanding how one's own identities can impact relationships with clients, staff, and volunteers
- ▶ Other duties as assigned

### **SECONDARY DUTIES:**

- ▶ Participate in individual supervision, team meetings, and other collaborative work
- ▶ Provide coverage for PAWS services such as Ask the Vet clinics, dog washes, and other services
- ▶ Assess clients for human support needs and provide referrals to internal and external community resources
- ▶ Build and maintain working relationships across Shanti programs, including collaborating on mutual client cases
- ▶ Evaluate clients for pet support needs (such as dog walking) and participate in the volunteer-client matching process
- ▶ Support key PAWS client events such as the annual pet holiday stocking delivery
- ▶ Participate in agency functions such as annual PAWS gala fundraiser Petchitecture and Shanti CIU event

**QUALIFICATIONS/REQUIREMENTS:** We seek candidates with as many of the following skills as possible. **Please do apply even if you do not meet all of the qualifications below, as we would like to get to know you!**

- ▶ Appreciation for the power of the Human-Animal Bond
- ▶ 1-2 years of experience working with people in a client service, customer service, or retail environment
- ▶ Ease in engaging with clients, volunteers, and the public in a non-judgmental manner, including people of color, people who are low-income, people of diverse genders and sexual orientations, and people with psychiatric or physical disabilities
- ▶ Personal or professional experience with the reality of living with life-threatening illness or other types of daily challenges
- ▶ Personal or professional experience with the impact of racial and/or other inequities
- ▶ Comfortable with technology such as Outlook, Excel, Salesforce, or other databases
- ▶ Strong interpersonal, written, and oral communication skills
- ▶ Able to work well both independently and on a team
- ▶ Strong problem-solving skills, using sound judgment and creativity
- ▶ A solid self-care regimen to support the emotional weight of serving clients in direct service
- ▶ Knowledgeable about cats, dogs, birds, pet food, and/or pet products
- ▶ Excellent task management and organizational skills
- ▶ Strong proficiency Spanish/English is highly desirable

**COMPENSATION/BENEFITS:** Shanti offers a competitive non-profit salary starting at \$55,000+ DOE and a 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, staff pet food purchasing, and an optional Teledoc plan. A 403B saving plan is also available to all employees regardless of FTE status. Shanti is a dog-friendly office. 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 2-3 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 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. The Care Navigator is regularly required to sit, stand, and walk. All PAWS staff are regularly pushing, pulling, or lifting objects (such as pet food) weighing up to 20 pounds. The Care Navigator must be comfortable being in the presence of domesticated animals such as cats and dogs. All Shanti employees must provide proof of vaccination for COVID-19 or be willing to submit to weekly testing.

**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.

**PAWS HISTORY:** Since 1987, PAWS has helped thousands of people and their companion animals find healing, hope, and unconditional love. PAWS began as volunteers mobilized in response to the HIV/AIDS epidemic. While serving at The San Francisco AIDS Foundation Food Bank in 1986, volunteers noticed some clients were neglecting their own nutrition and feeding food to their animal companions instead. With the belief that no one should have to choose between feeding themselves or their pets, the volunteers created a pet food bank. The need for this service was enormous and in 1987, PAWS became an official non-profit organization. Over the years, PAWS has expanded the types of services we offer and who we serve. PAWS has become a leader in the field, including publishing national educational resources such as Safe Pet Guidelines, as well as The Start-Up Kit which helped launch PAWS-like organizations in 28+ communities.

**APPLICATION PROCESS:** To apply, please send a resume and a cover letter to Raquel Bernaldo at [rbernaldo@shanti.org](mailto:rbernaldo@shanti.org).