



Job Announcement

Title: HIV Care Navigator
Department: HIV Programs Department
Reports To: HIV Services Manager
Status: Full-Time, Non-Exempt

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: For 48 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 HIV Care Navigator is responsible for the assessment and provision of individualized support and services to a diverse body of clients. The Navigator will connect with, engage, and support Shanti clients to access and enroll in services, identify and overcome barriers within the system of care, maintain appointments, cultivate emotional resiliency, and related psychosocial needs. The Navigator will establish relationships and manage complex and nuanced support needs for a caseload of long-term clients. For clients who have existing providers, the navigator will work in conjunction with those community partners to effectively increase service for the client and minimize duplication. The Navigator position is a highly mobile, field-based position that will deliver services to clients in the community. The position will be based at Shanti’s Tenderloin location.

PRIMARY DUTIES:

- Perform psychosocial assessments and ongoing needs assessments of client needs.
- Actively advocate with, and/or on behalf of, clients within San Francisco’s HIV care continuum.
- 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.
- Establish and maintain a care coordination schedule to support the needs and acuity of clients.
- Use principles of harm reduction to assist clients in managing activities of daily life.
- Meet with clients in the community and adhere to Shanti’s COVID health and safety protocol.
- Maintain regular documentation of service provision, progress notes and client records according to agency and Department of Public Health standards.
- Follow protocols to connect clients with Shanti peer support volunteers.
- Engage clients and their volunteers in regular check ins.
- Follow-up and monitoring, involving in-person, outreach, home visits, and/or telephone calls.
- Distribute vouchers and maintain meticulous records for resource tracking.

SECONDARY DUTIES:

- Participate in case presentations, consultations, and weekly supervision.
- Participate in department and agency functions as assigned.
- Support the development and delivery of educational and social programs for clients.
- Perform 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:

- BA/BS in health services or a related field and/or minimum 3 years work experience providing services to similar target communities.
- Sensitive to diversity of communities affected by HIV and Hepatitis C, including but not limited to issues of homelessness, sexual orientation, gender, race, mental health and culture.
- Experience with communities, including; people living with HIV/AIDS and/or hepatitis C, and people who inject drugs.
- Exceptional organizational skills
- Demonstrated capacity to work independently within complex systems.
- Ability to serve clients in a variety of community-based settings.
- Experience initiating and maintaining collaborations with diverse entities.
- Strong belief in the philosophy of Harm Reduction.
- Excellent interpersonal, oral and written communication skills.
- Must be fully vaccinated for COVID-19 or willing to test weekly.

DESIRED QUALIFICATIONS

- Experience coordinating care for people living with HIV/AIDS and/or HCV, with mental and/or behavioral health diagnoses and who use drugs.

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 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. We also will consider for employment qualified applicants with arrest and conviction records.

APPLICATION PROCESS: To apply, please send a resume and a cover letter to Jordan Akerley, Director of Government Compliance and Program Policy for HIV Programs at: jakerley@shanti.org. Please no phone calls.