



Job Announcement

Title: **Intake Coordinator**
Department: **HIV Programs**
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 over 45 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 Intake Coordinator is responsible for managing referrals to Shanti’s HIV Programs, conducting intakes with prospective clients, and responding to the emotional and practical support needs of people living with HIV/AIDS and Hepatitis C (HCV) in San Francisco.

PRIMARY DUTIES:

- Perform initial intakes with all new HIV Programs and HCV Microelimination clients by appointment at Shanti’s offices, client’s home, or other sites as deemed necessary
- After intake, route new clients to appropriate HIV Programs staff members
- Receive referrals to Shanti’s HIV Services and HCV Microelimination programming from other service providers
- Facilitate weekly drop in hours at Shanti’s Polk Street offices
- Provide weekly supervision to one direct service staff member
- Participates in activities of the End Hep C SF collaboration
- Perform intakes, psycho-social assessments, and ongoing needs reassessment as client needs shift
- Actively advocate with, and/or on behalf of, clients within San Francisco’s HIV care continuum
- Assist clients in accessing Hepatitis C treatment and related services
- 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
- Collaborate with Shanti’s Integrated Medical Case Management team to ensure optimal outcomes for clients
- Use principles of harm reduction to assist clients in managing activities of daily life
- Maintain regular documentation of service provision, progress notes and client records according to agency and Department of Public Health standards
- Follow agency protocol 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 agency functions and fundraising activities as assigned
- Participate in the development and delivery of educational and social programs for clients and community providers
- 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' experience providing services (including individual and group support) to the targeted communities. At least one year of supervisory experience preferred
- Experience with communities living with HIV/AIDS and/or Hepatitis C, especially people who are triply diagnosed (concurrent substance use and mental health management challenges in addition to an HIV diagnosis)
- Previous crisis intervention and/or de-escalation experience
- Familiarity with Microsoft Office Suite and Salesforce Lightning
- Exceptional organizational skills and capacity to work independently
- Comfortable with public speaking, able to adapt to different work settings
- Ability to tolerate stress, ambiguity, and change: Maintains composure even while under great pressure; handles complex problems and change with only minimal supervision; demonstrates flexibility and versatility in achieving key goals and priorities
- Candidate will be a self-starter and comfortable initiating collaborations with a range of providers
- Familiarity and strong belief in the philosophy of Harm Reduction
- Ability to establish and maintain effective working relationships with a variety of individuals and groups
- Sensitive to diversity of communities affected by HIV and Hepatitis C, including but not limited to issues of homelessness, drug use, sexual orientation, gender, language, spirituality and culture
- Must be vaccinated for COVID-19 or willing to test weekly

COMPENSATION/BENEFITS: Shanti offers a competitive non-profit salary of \$60,000-\$64,000 annually 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. 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 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 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 Lorena Jimenez, HIV Services Manager at: ljimenez@shanti.org. Please no phone calls.