



## Job Announcement

**Title:** Housing Coordinator  
**Department:** HIV Programs Department  
**Reports To:** Intake 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 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 Housing Coordinator will provide support to San Franciscans who are both living with HIV and enrolled in the City's Coordinated Entry system or other pathways to stable housing. The Coordinator will support clients as they engage with Coordinated Entry by offering emotional and practical assistance during initial assessment, advocating for reassessment if necessary, and preparing the client for housing placement. The Coordinator will also work with clients to create housing plans, obtain required documents, review and submit housing applications, and support during the housing interview process. Once the client is housed, the Coordinator will work to transition the client into housing support services and connect to the necessary resources to maintain and integrate into their new housing placements. Additionally, the Coordinator will collaborate extensively with Coordinated Entry staff, the Department of Homelessness and Supportive Housing, short- and long-term housing programs such as, RCFCIs and TRCFs property management companies, and private landlords to ensure clients have all the support they need to establish and maintain long term housing. The Housing Coordinator position is a highly mobile, field-based position based out of Shanti's Tenderloin offices.

### **PRIMARY DUTIES:**

- Perform intakes, psycho-social assessments, and ongoing needs reassessment as client needs shift.
- Actively advocate with, and/or on behalf of, clients within the Coordinated Entry system.
- Provide individual housing plans and goal establishment and provide referrals to meet the client's needs and preferences for services and support.
- Identify appropriate housing options and interact with and advocate on behalf of clients.
- Educate clients regarding tenant rights and responsibilities, housing discrimination, finding and securing rental housing and communicating with landlords.

- Build trusting relationships with Coordinated Entry staff, the Department of Homelessness and Supportive Housing, and short- and long-term housing programs.
- Collaborate with the Intake Manager to develop programmatic goals.
- Represent Shanti in community meetings related to housing.
- Outreach community partners by conducting in-services.
- Keep up-to-date about housing policies and opportunities in the City of San Francisco.
- Maintain weekly drop-in office hours for clients.
- Attend weekly case conference meetings with the HIV Services team.
- 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-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 supervision.
- Participate in department and agency functions and fundraising activities as assigned.
- Participate in the development and delivery of educational and social programs for clients.
- Seek out and attend meetings related to housing in San Francisco.
- 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 or equivalent work experience, including minimum 3 years' experience providing housing support to low-income San Franciscans.
- Experience with communities living with HIV/AIDS and, especially people who are triply diagnosed (concurrent substance use and mental health management challenges in addition to an HIV diagnosis).
- Understanding of the core components of the Coordinated Entry system.
- 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 community partners.
- 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 \$62,000-\$65,500 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.

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 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 Liz Stumm, HIV Programs Director at: [lstumm@shanti.org](mailto:lstumm@shanti.org). Please no phone calls.