



Job Announcement

Title: HIV Services Manager
Department: HIV Programs
Reports To: Director of HIV Programs
Direct Reports: 3 Care Navigators
Status: 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: 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 HIV Services Manager will utilize a harm-reduction and trauma informed perspective to provide program coordination and management within Shanti's HIV Programs department. The Manager will assist with contract/budget adherence, including monitoring of deliverables, provide ongoing supervision and support to direct service staff, and collaborate with other managers in the department to continue to develop and implement innovative programming that meets the dynamic needs of people living with HIV and AIDS in San Francisco.

PRIMARY DUTIES:

- Provide support and establish strong rapport with care navigators through regular supervision meetings.
- Create agenda and facilitate weekly team meetings.
- Identify opportunities for targeted skill development for staff.
- Maintain meticulous records of program's voucher inventory and disbursement.
- Manage and maintain accurate program data in both internal and external databases (Salesforce Exponent Case Management, ARIES/HIV Care Connect) to support program analysis/reference, evaluation, development, and reporting.
- Build and maintain relationships with community partners.
- Lead onboarding and training of new staff in program service modalities and expectations.
- Assist in coordination of hiring processes.
- Conduct in-services to other community agencies, as requested.

SECONDARY DUTIES:

- Provide psychosocial support, including practical assistance and emotional support, to clients of Shanti's HIV Programs.
- Participate in the development and delivery of educational and social programs for clients.
- Maintain record of staff trainings; research training opportunities and engage staff to enroll in trainings.
- Provide consistent engagement in monthly meetings of Shanti direct service program managers.

- Plan staff retreats and social events.
- Facilitate Shanti volunteer trainings.
- Other duties as 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 supervisorial experience preferred.
- High-level of proficiency navigating systems of HIV services in San Francisco.
- Experience providing direct services to people living with HIV/AIDS and/or Hepatitis C, people who inject drugs and marginally housed and houseless individuals.
- Detail-oriented, with excellent communication (written and verbal), organizational, and interpersonal skills; proficient in Microsoft Office suite, Outlook and electronic client management systems.
- Values team cohesion and has the ability to support a team in dynamic, changing environments.
- Works collaboratively and transparently with clients, colleagues, community partners, community-based organizations and governmental agencies toward shared objectives.
- Demonstrated ability to provide trauma-informed care and practice harm reduction.
- Commitment to developing and maintaining an anti-racist workplace.
- Must be vaccinated for COVID-19 or willing to test weekly.

COMPENSATION/BENEFITS: Shanti offers a competitive non-profit salary ranging from \$69,000-\$72,500 (depending on experience). Shanti also offers 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 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. Employees 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 16 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. Additionally, the position requires candidates to be able to work at least four full days in the office.

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 Eric Sutter at: esutter@shanti.org Please no phone calls.