



## Job Announcement

**Title:** Care Navigator, 1101 Connecticut  
**Department:** PACT Program for Potrero Hill  
**Reports To:** Program 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:** Shanti is seeking a compassionate individual committed to racial equity and justice to provide on-site support to residents of 1101 Connecticut Street in Potrero Hill, San Francisco, toward the goal of greater housing stability, community engagement, healing and connectedness. PTA is one of four HOPE SF public housing sites that is being redeveloped into a mixed-income community with on-site health and wellness supports through innovative city and community-based collaborative partnerships and programming. The 1101 Resident Care Coordinator is a highly visible, mobile, field-based, accessible staff person whose primary duties will be to provide emotional and practical support to residents of 1101 Connecticut Potrero Hill.

### **PRIMARY DUTIES:**

- Build trusted relationships with residents of 1101 Connecticut
- Increase housing stability through tailored eviction prevention and advocacy services
  - Help residents keep their files and vital documents up to date with property management, including annual and interim recertifications
  - Identify and address barriers residents face to paying their rent on time or lease compliance.
  - Advocate for resident needs, escalating issues to program manager, HOPE SF and other city/county systems, and community partners as necessary
- Build trusted, working relationships w/ 1101 Connecticut Property Management and local community health and social service partners
  - Increase resident access to property management
  - Increase resident access to critical health and human services
- Engage in proactive door-to-door/in-person outreach efforts with residents
- Coordinate/Facilitate 1101 resident meetings, activities, and trainings.
- Responsible for data collection, tracking and reporting.
- Provide residents with on-going emotional and practical support
- Participate in community activities, some of which may take place evenings or weekends

- Input program-related units of service, activities and progress notes in appropriate databases according to program expectations
- Participate in weekly supervision, case conferencing, internal and collaborative team meetings, and trainings
- Model and promote collaboration, compassion, positivity, and a commitment to race equity in all activities
- Other duties as assigned

#### **SECONDARY DUTIES:**

- Facilitate Shanti Peer Support Training
- Participate in Agency-wide program and staff development activities
- 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:

- Knowledge of and commitment to trauma-informed care and race equity
- Minimum 2 years of direct service experience within programs serving low-income communities.
  - Experience living or providing services within public housing settings or BayView / Hunters Point, Mission, Western Addition, Visitation Valley, Tenderloin and Potrero Hill neighborhoods preferred
  - Experience providing services using a harm-reduction, strengths-based approach
- Must have experience with budget and program development
- Personal and professional understanding of issues related to living in public housing, including generational trauma, social and political marginalization
- Familiarity with the San Francisco continuum of care (healthcare and social services) for marginalized communities
- Strong interpersonal, written and oral communication skills
- Meticulous data management and reporting
- Ability to create outreach materials (i.e. flyers, posters, newsletters, general correspondences, etc.)
- Highly collaborative and relational: values team cohesion and positivity
- Sensitivity to diverse communities, including but not limited to issues of poverty, homelessness, mental illness, substance 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 ranging from \$57,500 - \$60,489 (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 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 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 to navigate and travel around the city of San Francisco using public transportation and be comfortable walking up hills or standing for extended

periods. The employee is required to communicate regularly orally and in writing. The employee is required to use a computer and smart phone to regularly input program data, schedule appointments, and communicate with Shanti staff, Potrero Hill residents and community partners.

**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 Program Director LaLisha Norton, at [lnorton@shanti.org](mailto:lnorton@shanti.org). Please no phone calls.