



Job Announcement

Title: **Care Navigator**
Department: **LGBTQ+ Aging and Ability Support Network (LAASN)**
Reports To: **LAASN Program Director**
Status: **Full-Time; Non-Exempt**

Shanti Project (Shanti) is an innovative nonprofit organization that builds human connections to reduce isolation, enhance health and well-being, and improve quality of life for local community members. Through comprehensive, continuum-of-care programs, including in-home and onsite care navigation, emotional and practical support, and services to preserve the human-animal bond, Shanti strives to enhance the lives of those living with terminal, life-threatening, or disabling illnesses or conditions.

POSITION SUMMARY: The LAASN Care Navigator is responsible for responding to the emotional and practical support needs of LGBTQ+ Older Adults and LGBTQ+ Adults with Disabilities, with a focus on LGBTQ+ immigrants, Black and Indigenous people and people of color, lesbian/bisexual women, and non-binary, transgender and gender non-conforming individuals. The Care Navigator will connect with, engage, and support LAASN clients to identify needs and goals, connect to relevant services, and overcome barriers within the system of care. The Navigator will provide ongoing emotional and psychosocial support and comprehensive Care Navigation Services. The Navigator will draw on existing collaborations with community providers, to effectively meet clients' service needs, as well as establish new referral partnerships and outreach opportunities. This is a highly mobile position that will primarily deliver services to clients at various locations in San Francisco.

PRIMARY DUTIES:

- Establish and maintain supportive relationships with clients and maintain a caseload of LGBTQ+ older adults and adults with disabilities.
- Perform initial client intakes, including psychosocial assessments.
- Provide individual care planning and goal establishment to meet the client's needs and preferences for services and support.
- Actively advocate with, and/or on behalf of, clients within the service provision system and assist clients in achieving and maintaining independent functioning.
- Conduct ongoing outreach to targeted client populations including aging or disabled LGBTQ+ Black and Indigenous people and people of color, lesbian/bisexual women and non-binary, transgender and gender non-conforming individuals.
- Provide consistent client follow-ups, involving in-person meetings, phone and email communications and internal and external case consultations.
- Provide ongoing emotional support and practical support to clients as needed.
- Facilitate or co-facilitate client groups, as needed.
- Maintain documentation, progress notes and client records according to departmental standards, using Salesforce -based client database.
- Oversee and assess ongoing needs of clients currently matched with volunteers.
- Determine client appropriateness for volunteer matches and participate in matching process.

SECONDARY DUTIES:

- Participate in team meetings, case consultations, and weekly supervision.
- Support monthly client health and wellness activities.
- Participate in agency functions and fundraising activities as assigned.
- Participate in the training of peer support volunteers.
- 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 a social-services-related field and/or minimum two (2) years' experience providing services to the targeted communities.
- Strong interpersonal and communication skills.
- Ability to establish and maintain respectful and mutually beneficial working relationships with a variety of clients, staff and partner organizations.
- Proficiency with software for case management, including Salesforce-based databases, and Microsoft Office.
- Preferred experience with communities living with life-threatening illness and/or other day-to-day challenges.
- Preferred experience with LGBTQ+ older adults and adults with disabilities.
- Sensitive to diversity including, but not limited to, sexual orientation, gender identification, race, language, spirituality, and culture.
- Familiarity with the philosophy of Harm Reduction.

COMPENSATION/BENEFITS: Shanti offers a competitive non-profit salary ranging from \$57,500 - \$60,489 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 two 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 accommodation 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 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 HR@shanti.org. Please no phone calls.