



Job Announcement

Title: Housing Coordinator
Department: HIV Programs Department
Reports To: Director of HIV Programs
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 Housing Coordinator will provide support to San Franciscans who are both living with HIV and Meet the HSH definition of homelessness. 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.

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 San Francisco's HIV care continuum and the Coordinated Entry system.
- Provide individual housing planning, care planning and goal establishment, objectives and activities as well as 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 the Department of Homelessness and Supportive Housing, and short- and long-term housing programs.
- Follow-up and monitoring, involving in-person, outreach, home visits, and/or telephone calls.
- 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.

- Distribute vouchers and maintain meticulous records for resource tracking
- Use principles of harm reduction to assist clients in managing activities of daily life.
- Follow agency protocol to connect clients with Shanti peer support volunteers.

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.
- Facilitate Shanti volunteer trainings.
- Participates in activities of the End Hep C SF collaboration.
- 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 to the targeted communities.
- Bi-lingual in English and Spanish preferred
- 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).
- Previous crisis intervention and/or de-escalation experience.
- Familiarity with Microsoft Office Suite.
- 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.

COMPENSATION/BENEFITS: Shanti offers a competitive non-profit salary ranging from \$62,000 - \$65,000 (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 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 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: Applications will be accepted on a rolling basis, and therefore early submissions are encouraged. Due to the anticipated volume of applicants, we regret that we will not be able to respond individually to every applicant. No phone calls, please. To apply, please send a resume and a cover letter outlining interest in the position to HR@shanti.org.