



## Job Announcement

Title: **Deputy Director**  
Department: Administration  
Reports To: Executive Director  
Direct Reports: 6.5 FTE (8 staff) program directors; operations manager; facilities director  
Status: Exempt

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**OUR HISTORY AND PROGRAMS:** 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.

In the early 1980's as cancer wards were spread thin with patients dying from AIDS-related opportunistic infections, Shanti expanded to embrace this population and quickly became a central leader and crucial partner in San Francisco's community-based response to the epidemic. Throughout our history, we have evolved to respond to changing community needs; today, under the leadership of our talented **Executive Director, Kaushik Roy**, Shanti is home to a host of inspiring programs that ease the burdens and improve the well-being of people navigating life threatening and chronic illnesses, isolation and other difficult life situations.

Shanti's programs now include: HIV Services, LGBT Seniors Aging & Abilities Support Network (LASSN), Margot Murphy Women's Cancer Program (MMWCP), Pets Are Wonderful Support (PAWS), Peer Advocate Care Team (PACT), Volunteer Services Program, and projects that fall under the wing of our core programs (the Shanti Life Program, Hep C Services & Jeffery's Place.) Additionally, Shanti is home to the San Francisco HIV Services Council. All programs continue to be grounded in **The Shanti Model of Care** that has guided us from the beginning - **listening, speaking, and acting from the heart in service to others.**

Each day at Shanti over 50 employees, and 500+ volunteers continue this legacy of compassionate support. Annually, over 2,400 people receive emotional and practical support and care navigation services to enhance their quality of life and reduce their isolation. Shanti's skilled volunteers collectively dedicate over 18,500 hours of service annually. And our impact is far reaching; the Shanti training and service model has been implemented in 12 countries and more than 600 cities worldwide.

**POSITION SUMMARY:** This is an exciting opportunity for an experienced senior leader and strategist to help further shape and strengthen this pioneering organization as it catches up with recent growth and enters the next phase of its evolution. The successful candidate will join a committed, smart, and thoughtful board and staff engaged in the development of a new strategic vision that will inform and guide our work in the coming years.

Bringing senior level experience as a former Executive Director, Deputy Director, or equivalent position, the Deputy Director will be responsible for managing and enhancing the internal organization and infrastructure

necessary for Shanti's continued success and growth; acting as a thought partner to the Executive Director and a leading member of Shanti's Executive and Leadership Teams.

***What will success look like for this role?*** Our intention is to bring on a Deputy Director who, over time, will have forged a dynamic productive partnership with the Executive Director; coached and supported staff leaders to reach their highest aspirations for their programs; developed systems and procedures that ensure smooth daily operations and communications; modelled the importance of continuous learning and ongoing programmatic, financial and impact analysis; and helped us to better track and use data effectively to analyze our impact, improve continuously, and shape our future programs.

**KEY AREAS OF FOCUS:** The Deputy Director will lead Shanti to continued success by focusing particularly on the following:

➤ **Playing a leadership role in guiding overall organization operations and shaping our future direction:** The Deputy Director will serve as a trusted and collaborative partner to the Executive Director - contributing sage advice on evolving program needs and opportunities. The Deputy Director will share up-to-date knowledge on program outcomes, realities and challenges and their potential impact. They will work closely with the Director of Research & Program Development to identify valuable partnerships and program opportunities aligned with our mission and will partner with the Executive Director in cultivating positive relationships with our diverse array of collaborative partners.

As a co-leader of Shanti's Leadership Team made up of executive staff, program directors, and key operations staff, the Deputy Director will co-facilitate productive meetings that foster and expand cross-departmental program thinking, collaboration, and creativity. Together the team will ensure thoughtful implementation of the agency's vision. The Deputy Director will also play a key leadership role on Shanti's Executive Team, partnering with the Executive Director, Development Director, and Chief Financial Director to communicate the organization's vision, ensure sufficient operational and programmatic resources to deliver quality programs; set the parameters for each year's budget, salaries, and allocation of resources, and identify & manage risks and opportunities that could have an organization-wide impact.

➤ **Leading our program and operations staff and ensuring consistent provision of high quality, impactful programs that align with our mission, reflect our values, and deliver on our contractual obligations.** The Deputy Director will provide high quality leadership and supervision. They will inspire and cultivate productive cohesive teams, supporting program directors to build strong staff who deliver highly respectful and impactful services, implementing the agency's vision with an unwavering focus on our Shanti Model of service.

The Deputy Director will ensure that we meet our deliverables while maintaining healthy workloads, by monitoring staff capacity and workflow; guiding the development of meaningful and achievable program goals; and tracking our compliance with all contracts and reporting requirements. They will cultivate an organizational culture that cherishes warmth, connection, and collaboration as well as ongoing learning, reflection, and evaluation. The Deputy Director will use their knowledge of performance management systems and practices and other HR resources to help staff set individual goals and performance benchmarks for themselves and their departments. They will encourage collaboration, recognize achievement and inspire and engage staff in ways that deliver exciting results.

➤ **Strengthen internal systems, communications, operations, policies & procedures, continuously looking for ways to practice innovation and improve efficiency.** The Deputy Director will bring a fresh lens to how we do our work. They will assess our current procedures, practices and systems, building on those that work and identifying and implementing innovations where needed to support our already skilled staff to work efficiently while also growing professionally. They will

oversee the implementation of program evaluation measures using our electronic records database (in development) and ensuring effective systems to support communication, compliance and accountability, alignment, and collaboration across the organization. The Deputy Director will use data to create dashboards that can be shared with our stakeholders and that inform program refinement and development.

**QUALIFICATIONS AND QUALITIES OF IDEAL CANDIDATE:** We seek highly qualified candidates with as many of the following areas of knowledge, ability, skills and experience as possible:

- ✓ Demonstrated values aligned with the Shanti Model;
- ✓ Minimum 5 years as a senior nonprofit leader or executive director of a successful direct services organization; **plus** at least 5 years in other progressively responsible positions;
- ✓ Proven ability to lead the development of collaborative, cross-functional teams and ability to support and inspire the leadership capacity of team members;
- ✓ Strong personnel management, training, and supervision experience, including performance management best practices;
- ✓ Demonstrated experience w/ budget development and effective tracking and stewardship of resources;
- ✓ Strong understanding of program evaluation, data tracking and analysis and outcomes measurement;
- ✓ Demonstrated resourcefulness in setting priorities, proposing efficiencies, and guiding investment in people, systems and facilities;
- ✓ Experienced manager of government contracts, grants and related compliance;
- ✓ Track record of innovative program development and implementation;
- ✓ Outstanding analytical skills, strategic thinker, w/ strong aptitude for making decisions using sound process; ability to get things done;
- ✓ Optimistic and resourceful, with strong self-awareness, cultural competence, and emotional intelligence;
- ✓ Excellent interpersonal and oral and written communication skills;
- ✓ Ability to instill confidence in external environments and internal operations roles.
- ✓ Grounded and flexible with a high degree of integrity, transparency and collaborative ability.

**PHYSICAL REQUIREMENTS:** The physical demands of this position are light with the expectation that the staff person can exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently. Light work usually requires walking or standing to a significant degree. Physical demands are in excess of those of sedentary work. The position requires frequent computer use at a workstation. Must be able to travel by public transportation or car and occasionally by air. Shanti will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990. This job description and its physical requirements will be reviewed periodically. Essential and marginal job functions are subject to modification.

**COMPENSATION AND HOURS:** This is a full time, exempt, salaried position. Your schedule may vary based on need and could extend into the early evening, with some weekend hours. Exact salary determined upon hiring, in the range of \$105,000 to \$125,000. Generous benefit package includes medical, dental and vision. Paid time off includes sick, vacation, personal days as well as holidays. Other benefits include life insurance, long term and short-term disability, chiropractic/acupuncture, Employee Assistance Program and Identity Theft Protection. 403B saving plan also available.

**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.

**APPLICATION PROCESS:** Applications will be accepted through July 7, 2017 or until the ideal candidate is identified. **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 your interest in the position, why you are a strong match, qualifications, and how you learned of the position to the following: [deputydirectorjob@shanti.org](mailto:deputydirectorjob@shanti.org)