



## Job Description

Title: **Bi-Lingual Care Navigator, PACT Program for Potrero Hill Terrace and Annex (PTA)**  
Reports To: **PACT Program Manager**  
Salary: **Competitive and commensurate with experience**  
Status: **Full-Time, Non-Exempt**

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Shanti is seeking a Bi-Lingual (Spanish-English) Care Navigator to provide on-site case management and psychosocial support to residents of Potrero Hill Terrace and Annex (PTA) in San Francisco. PTA is one of four HOPE SF public housing sites that will be redeveloped into a mixed income community with on-site health and wellness supports through innovative city and community-based collaborative partnerships and programming.

Shanti, founded in 1974, 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 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) Program for PTA**, Volunteer Services Program, and projects that fall under the wing of our core programs (the Shanti Life Program, Hep C Services & Jeffery's Place.)

Key to the success of Shanti's mission is the Shanti Model of Peer Support®, which is both a philosophy and a set of techniques that are used throughout our work. Values underlying the model include mutual respect, positive regard, empathy and acceptance of difference. All Shanti staff and volunteers are trained in this non-directive, client-centered mode of service delivery and communication grounded in the skills of active listening, harm reduction, and compassionate presence. The model is designed to affirm and strengthen the clients' ability to make empowering, health-enhancing personal choices and is aimed at easing the burdens and improving the wellbeing of people in difficult life situations.

### **Responsibilities Include:**

- Supporting the housing stability of PTA residents including providing them with up-to-date information about changes in housing-related policies, rental assistance & financial empowerment programs, and other resources to help families stay stably housed.
  - Care Navigators may hold a caseload of up to 30-50 families at any given time.
- Prepare residents for upcoming renovations, including providing up-to-date information about the rebuild timeline, helping them get their files and vital documents in order, and helping them transition into their new units.
  - Primary support will take place in and around residents' homes or at partner agency offices on Potrero Hill.

- Providing on-going wraparound emotional and practical support to residents on-site at PTA.
- Identifying and addressing barriers residents face to accessing reliable health and social services, building trusted relationships, reducing health-risking behaviors and increasing health-enhancing behaviors
  - Activities include conducting intakes and needs assessments, supporting residents to set and achieve goals related to increasing their quality of life, accompanying them to medical and social service appointments
- Participating in existing community building activities and creating/facilitating new activities for PTA residents, **some of which may take place evenings or weekends**
- Identifying and strengthening relationships with local community health and social service partners, including the establishment of reliable referral and follow-up processes
- Inputting program-related units of service, activities and progress notes in appropriate databases
- Participating in all supervision, case conferencing, trainings and team meetings
- Performing other tasks as identified and assigned by their supervisor

### **Requirements:**

- Bi-Lingual (Spanish-English)
- Minimum of 2 years of direct-service experience within low-income and underserved communities; bachelor's degree preferred;
  - Experience living or providing services to residents within public housing settings or BayView / Hunters Point, Mission, Western Addition, Visitation Valley, Tenderloin and Potrero Hill neighborhoods preferred;
- Sensitivity to and experience addressing challenges faced by marginalized communities, including but not limited to issues of discrimination based on neighborhood, economic status, race/ethnicity, sexual orientation, gender, language, spirituality, or culture;
- Comfortable with being part of the start-up phase of a program, including having a flexible schedule, participation in start-up web-based and in-person interdisciplinary trainings and program development activities;
- Must be willing to work on site (PTA) some evenings and weekends;
- Strong interpersonal and oral communication skills;
- Experience providing services using a harm-reduction, strengths-based approach;
- Familiarity with the San Francisco continuum of care (housing, healthcare and social services) for marginalized communities;
- An understanding and enthusiasm for Shanti's mission and, in particular, improving the quality of life of low income, medically under- and/or uninsured, socially isolated residents of public housing.

**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.

Please send a resume with cover letter to:

Alyssa Nickell, Director of Research and Program Development– email: [anickell@shanti.org](mailto:anickell@shanti.org)

Please no phone calls.