



## **Job Description**

Title: Bilingual Care Navigator (English/Cantonese/Mandarin)  
Department: Women's Cancer Program  
Reports To: Program Manger  
Status: Full-time, Non-exempt

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Shanti is a San Francisco based non-profit dedicated to enhancing the quality of life, health and well-being of people living with life-threatening illnesses, including women's cancer and HIV/AIDS. The Care Navigator will provide peer advocacy and care coordination services to clients of the Margot Murphy Women's Cancer Program.

### **Primary Duties:**

- Responsible for providing Care Navigation to 1.0 FTE caseload of clients with cancer including: case management and individualized care planning, emotional support, client needs assessments, patient and social services advocacy, appointment accompaniment and high-touch referrals to other resource providers within the community
- Provide emotional support and practical assistance to clients which includes home and hospital visits
- Maintain client charts and record client updates in agency database in a timely manner
- Collaborate closely with team members, social workers, healthcare providers and community partner agencies, such as but not limited to: UCSF, Kaiser, San Francisco General Hospital, California Pacific Medical Center (CPMC), Northeast Medical Services (NEMS), Chinese Hospital, and others
- Maintain close working relationships with key community partners, such as Breast Cancer Emergency Fund (BCEF), American Cancer Society (ACS), Cancer Care, Project Open Hand (POH), Charlotte Maxwell, and others
- Completes Bi-Weekly Timesheets and Monthly Supervision Form
- Participate in regular staff meetings, staff training programs, and supervisory sessions
- Participate in Health Research activities
- Provide support to our Health & Wellness Activities for clients in survivorship
- Record monthly units of service (UOS) as required by contracts
- Assist with agency fundraising activities as appropriate
- Participate in the development of positive team relationships

### **Secondary Duties:**

- Facilitate Shanti Peer Support Volunteers Training
- Participate in client outreach, conferences, and other related activities

- Assist with interpretation and translation assignments
- Perform other tasks as identified and assigned

**Qualifications:**

- BA or equivalent experience
- 2 - 3 years' experience in providing direct services preferred
- Proficiency in written and spoken English
- Proficiency in written and spoken Cantonese
- Strong communication and interpersonal skills to work effectively with staff, volunteers, clients, and other agencies
- Ability to work independently as well as in a team setting
- Demonstrates sensitivity and comfort working in a culturally diverse environment
- Knowledge of resources in SF community preferred

Preferred Start Date: As soon as possible

To apply, please send your resume and cover letter to Judith Biletnikoff Harkins, program director at [jharkins@shanti.org](mailto:jharkins@shanti.org).