



Job Description

Title: LAASN Care Navigator
Department: LGBT Aging and Ability Support Network (LAASN)
Reports To: LAASN Program Manager
Status: Full-Time, Non-Exempt

Shanti is a San Francisco based non-profit dedicated to enhancing the quality of life, improving the well-being, and promoting the independence of people living with life-threatening illnesses. The LAASN Care Navigator is responsible for responding to the emotional and practical support needs of LGBT Older Adults and Adults with Disabilities.

Primary Duties

- Build and cultivate supportive relationships with clients
- Perform initial intakes, psycho-social assessments, and ongoing needs reassessment, as client needs change.
- Provide individual care planning and goal establishment, objectives and activities as well as referrals 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 assists clients in achieving and maintaining independent functioning.
- Follow-up and monitoring, involving in-person, outreach, home visits, and/or telephone calls.
- Provide health counseling and mental health support to clients as needed.
- Provide emotional support and practical support to clients as needed.
- Provide support group facilitation to clients.
- Maintain documentation, progress notes and client records according to departmental standards, using a computer-based client information system and city data collection system (GetCare).
- Assess clients for appropriateness for volunteer services and participates in matching process.
- Oversee and assess ongoing needs of currently matched clients.

Secondary Duties

- Participate in case presentations, consultations, and supervision.
- Participate in agency functions and fundraising activities as assigned.
- Participate in the training of peer support volunteers.
- Participate in social programming and wellness services for clients.
- Performs other tasks as identified and assigned.

Requirements

- BA/BS in a social-services-related field and/or minimum 2 years experience providing services (including individual and group services) to the targeted communities.
- Strong interpersonal and communication skills to be able to effectively work with staff, volunteers, interns, clients and outside agencies.
- Ability to establish and maintain effective working relationships with a variety of individuals and groups.
- Preferred experience with communities living with life-threatening illness and/or other day-to-day challenges.
- Preferred experience with LGBT seniors and adults with disabilities and communities living with HIV/AIDS.
- Sensitive to diversity, including but not limited to sexual orientation, gender identification, race, language, spirituality, and culture.
- Familiarity with the philosophy of Harm Reduction.