



## Job Announcement

**Title:** LGBTQ+ Aging and Abilities Support Network (LAASN) Program Manager  
**Department:** LAASN  
**Reports To:** Senior Director of Programs  
**Direct Reports:** 4 Care Navigators  
**Status:** Exempt

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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. Founded in 1974, this year marks Shanti's milestone 50th Anniversary of supporting our community in San Francisco.

**POSITION SUMMARY:** The LAASN Program Manager will utilize a harm-reduction and trauma informed perspective to provide program coordination and management within Shanti's LAASN program. The Manager will assist with contract/budget adherence, including monitoring/reporting of deliverables, provide ongoing supervision and support to direct service staff, maintain relationships with community partners, and collaborate with department staff to continue to develop and implement innovative programming that meets the dynamic needs of LGBTQ+ elders/adults with disabilities in San Francisco.

### PRIMARY DUTIES:

- Manage and maintain accurate program data in both internal and external databases (Salesforce Exponent Case Management, GetCare) to support program analysis/reference, evaluation, development, and reporting to funders.
- Establish strong rapport and provide ongoing support to Care Navigators via weekly supervision meetings.
- Maintain close working relationships with formal collaboration partners and other key referral agencies.
- Conduct in-services to other community agencies, as requested.
- Represent Shanti at community meetings as assigned.
- Work with LAASN staff to oversee and assess ongoing needs of currently matched clients and their volunteers.
- Ensure documentation, progress notes and client records according to contractual/agency standards.
- Manage incoming referrals from both individuals and partner agencies as well as a waitlist for services when relevant.
- Assigns new clients to Care Navigators and ensures equitable and sustainable caseloads.

### SECONDARY DUTIES:

- Participates in/facilitates case presentations, consultations, and supervision.
- Supports design of and participates in social programming and wellness services for clients.
- Participates in agency functions and fundraising activities as representative of LAASN program team.
- Other duties as 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 (including individual and group support) to the targeted communities. At least one year of supervisory experience preferred.
- High-level of proficiency navigating systems of care in San Francisco.
- Detail-oriented, with excellent communication (written and verbal), organizational, and interpersonal skills; proficient in Microsoft Office suite, Outlook and electronic client management systems.
- Values team cohesion and has the ability to support a team in dynamic, changing environments.
- Works collaboratively and transparently with clients, colleagues, community partners, community-based organizations and governmental agencies toward shared objectives.
- Demonstrated ability to provide trauma-informed care and practice harm reduction.
- Commitment to developing and maintaining an anti-racist workplace.
- Must be vaccinated for COVID-19 or willing to test weekly.

**COMPENSATION/BENEFITS:** Shanti offers a competitive non-profit salary ranging from \$70,000 - \$72,000 (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 allows for flexible schedules as well as 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 and 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.

- Able to work on a computer, including sitting at a desk, for extended periods of time. Able to read a computer screen. Manual dexterity to operate a keyboard.
- While performing job duties the Senior Director of Advancement will regularly be required to navigate and travel around the city of San Francisco using public transportation.

**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 of all backgrounds. We also will consider for employment qualified applicants with arrest and conviction records.

**APPLICATION PROCESS:** To apply, please send a resume and a cover letter to Eric Sutter, Senior Director of Programs at: [esutter@shanti.org](mailto:esutter@shanti.org). Please no phone calls.