



## Job Announcement

**Title:** LAASN Program Director  
**Department:** LAASN (LGBTQ Aging and Ability Support Network)  
**Reports To:** Senior Director of Programs  
**Direct Reports:** 3-5 direct service staff, including Care Navigators and a Wellness Coordinator  
**Status:** Exempt; Full-Time

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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, Shanti is celebrating its 50th Anniversary of supporting our community in San Francisco.

### POSITION SUMMARY:

The LAASN Program Director (Program Director) ensures that the LAASN program aligns with Shanti's mission, meets or exceeds contractual objectives, and adapts to the needs of the communities it serves. The Program Director will collaborate with department staff to continue to develop and implement innovative programming that addresses the dynamic needs of disabled and/or aging LGBTQ+ adults in San Francisco. This is an opportunity to enhance the infrastructure of a program including implementing policies and procedures to ensure efficient and effective client service delivery. The Program Director is responsible for overseeing the planning, implementation, and evaluation of LAASN services. This position manages and leads a staff team of approximately five direct service staff members, providing regular supervision, professional development, and work planning support.

### PRIMARY DUTIES:

- Develop and implement operational plans for program delivery and management based on organizational goals and contractual obligations.
- Oversee the day-to-day operations of the program, ensuring efficient service delivery and achievement of program objectives and deliverables.
- Provide leadership and support to all program staff. Foster a positive and productive work environment, encouraging teamwork, collaboration, and professional growth.
- Monitor and evaluate program effectiveness using qualitative and quantitative data.
- Ensure compliance with contract requirements and organizational policies. Prepare reports on program activities, progress, and outcomes for the CEO, executive team, board of directors, funders, and other stakeholders as needed.
- Develop and manage program budgets in collaboration with the finance team to ensure effective resource allocation and utilization to maximize program impact and sustainability.
- Collaborate with the organizational leadership and/or development team on grant applications, City RFPs and fundraising efforts.
- Cultivate and maintain relationships with key stakeholders, including funders, community partners, and government agencies.
- Other duties as assigned.

## **CORE COMPETENCIES:**

- Strong leadership skills and history of managing and building diverse and large high-performing direct service teams.
- Ability to develop and implement long-term goals and strategies and ensure compliance with contractual and organizational requirements.
- Strong decision-making and problem-solving skills.
- Excellent verbal and written communication skills.
- Skills in monitoring and evaluating program outcomes and meeting program audit requirements.
- Exceptional interpersonal skills with the ability to supervise and support a diverse team with a high level of emotional intelligence (EQ), as well as interact professionally across all parts of the organization.
- Understanding of cultural differences and inclusion practices.

**QUALIFICATION/REQUIREMENT:** We seek highly qualified candidates with as many of the following areas of knowledge, ability, skills, and experience as possible:

- Minimum of three years of direct staff supervision experience for a team of at least three direct service providers. Five years of team leadership and mentorship a plus.
- At least five years of experience in a social service nonprofit, governmental agency, or similar organization or equivalent experience.
- Experience managing unionized employees and/or experience managing to structured workplace requirements preferred.
- A knowledge and understanding of the diversity of needs of the LGBTQ+ seniors and adults with disabilities.
- 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.
- Demonstrated ability to support a team in dynamic, changing environments and working collaboratively and transparently with clients, colleagues, community partners, community-based organizations and governmental agencies toward shared objectives.
- Understanding and experience in providing trauma-informed care and harm reduction practices.
- Commitment to developing inclusive and equitable teams and diverse and anti-racist team and work cultures.

**COMPENSATION/BENEFITS:** Shanti offers a competitive non-profit salary ranging from \$85,000 - \$92,000 (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. Employees 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 two 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.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**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 Senior Director of Programs, Eric Sutter at: [HR@shanti.org](mailto:HR@shanti.org). Please no phone calls.