

Sacramento Steps Forward Job Description

Job Title: Continuum of Care Program Manager
Department: Continuum of Care
Reports To: Chief Programs Officer
FLSA Status: Exempt

Summary: The Continuum of Care Program Manager is responsible for coordinating and overseeing the daily activities of the Sacramento County Continuum of Care, as managed by Sacramento Steps Forward, as well as strategically leading the growth and development of future CoC Program initiatives and goals. This position requires frequent communication with internal staff members and external partners, stakeholders, community members and other CoC representatives. Reporting to the Chief Programs Officer and supervising the CoC Program Coordinator, the Continuum of Care Program Manager will be responsible for implementing and overseeing the activities of the CoC Advisory Board and all individual committees appointed by the CoC Advisory Board. This position requires extensive knowledge of the Department of Housing and Urban Development (HUD) CoC funding and requirements, governance structure, parliamentary procedure, and systems thinking.

Essential Duties and Responsibilities: include the following:

- Oversee and direct the daily communications and activities of the Sacramento County Continuum of Care;
- Arrange and facilitate regular Continuum of Care Advisory Board meetings, committee meetings, and internal staff meetings, as requested or as scheduled;
- Prepare agendas and documentation for each meeting; approve of meeting minutes and all accompanying documentation prior to distribution;
- Maintain communication with Advisory Board and committee members, as requested or as appropriate;
- Research and implement regional and national best practices for Continuum of Care management and operational efficiency;
- Review and guide all individual committee proposed initiatives, projects and outreach efforts; provide strategic support and alignment across committees;
- Develop and implement Advisory Board strategic onboarding and offboarding plans; provide increased structure for Board development and growth;
- Support the overall mission of Sacramento Steps Forward through an in-depth knowledge and understanding of the current issues and nuances surrounding homelessness;
- Provide consistent information and documentation to all involved parties, as requested or as necessary;
- Manage all communication systems as related to the Continuum of Care, including but not limited to email, voicemail and inquiries via the Sacramento Steps Forward website;
- Work collaboratively with all Advisory Board members, committee members, colleagues, partnering organizations, and other regional and national CoC representatives;
- Advance and increase the effectiveness of all current CoC initiatives and outcomes;
- Respond promptly to all incoming communications and requests for information;

- Participate in public meetings and forums, as related to the work of the Continuum of Care;
- Attend all Advisory Board and committee meetings; provide guidance and administrative support, as necessary;
- Attend internal management and staff meetings, as scheduled by the Executive Staff;
- Manage the daily activities and duties of the CoC Program Coordinator, as related to all Continuum of Care projects and initiatives;
- Comply with all guidelines and instructions, as provided by the Chief Programs Officer or other members of the Executive Staff; and
- Other duties as assigned.

Knowledge, Skills, Abilities:

- Must be able to exercise excellent independent judgement;
- Experience working with Department of Housing and Urban Development (HUD) procedures and requirements;
- Ability to prioritize required workload, which includes management of all CoC Boards and committees and direct administrative and coordination work;
- Knowledge and understanding of individuals experiencing homelessness and their associated needs;
- Knowledge of available social services in Sacramento County, as well as how to access them;
- Knowledge of housing options for individuals experiencing homelessness in Sacramento;
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner;
- Strong work ethic and ability to work independently;
- Exercises patience during all interactions;
- Works well under pressure to meet multiple, competing deadlines;
- Demonstrates professional and cooperative behavior with colleagues and supervisors at all times;
- Ability to get along and work effectively with others;
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions;
- Regular, predictable attendance is required;
- Ethical leadership capabilities and commitment to promoting a healthy team environment.

Supervisory Responsibilities: This position includes the direct supervision of the CoC Program Coordinator.

Measures of Performance: The Continuum of Care Program Manager shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. **Critical Thinking** – Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. **Judgment and Decision Making** – Considers the relative costs and benefits of potential actions to choose the most appropriate one.

3. **Dependability** – Can be relied upon to handle a fair workload, meet deadlines and commitments, and accept responsibility for actions.
4. **Quality of Work** – Demonstrates concern for the accuracy and quality of work and takes steps to correct mistakes and improve the overall product.
5. **Communication** – Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information.
6. **Cross-Cultural Sensitivity** – Is aware of differences and is sensitive to the needs of different cultures; Modifies behaviors and communications to accommodate these differences.
7. **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
8. **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
9. **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
10. **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
11. **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: B.A. or B.S. required; Master's Degree in Public Policy, Nonprofit Management or Strategic Design and Management strongly preferred. At least 5 years of experience working in homeless services, with Department of Housing and Urban Development (HUD) funding streams, and/or an existing Continuum of Care required. Any questions regarding educational or experiential qualifications can be directed to the Chief Operating Officer.

Language Skills: Ability to read and interpret documents such as safety rules, instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of clients or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: 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. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Application: Interested candidates should send their resume and cover letter to jobs@sacstepsforward.org.