

INTERNAL POSTING - PROBLEM-SOLVING SPECIALIST - JOB POSTING

The Mission, Vision, and Values of Sacramento Steps Forward (SSF) is to end homelessness through leadership, convening partners, data-driven best practices, and improving system performance. Our vision is an equitable community where everyone has a safe place to call home. We believe in human-centered, community-inspired solutions, with a focus on equity, transparency, and continuous learning.

The Problem-Solving Specialist is responsible for reviewing financial assistance requests, training, and supporting service providers utilizing the problem-solving approach within the Sacramento homeless response system. The problem-solving approach is a crisis response philosophy and approach focused on supporting individuals and families experiencing a housing crisis to quickly identify and access alternative housing resources outside of the homeless crisis response system. The position duties include the review of eligibility and documentation, development of trainings, providing technical assistance and support to providers in onboarding processes, program and data entry requirements. The position also supports with problem-solving improvements and the system, providing recommendations and collaborating with other teams within the department. This position is in accordance with key responsibilities as outlined in the Specialist series. **This is a internal job posting and only SSF employees are welcome to apply at this time.**

SSF embraces technology to develop ongoing efficiencies. Currently the office is a hybrid operation. This position will be required to report to the office periodically.

Essential Duties and Responsibilities include the following:

- Reviews eligibility and accuracy of required documentation to ensure financial assistance requests are compliant and ready for processing.
- Regularly communicates with service providers, third parties and internal teams.
- Prioritizes requests and meets weekly deadlines.
- Assists with developing training materials.
- Assists in the development and implementation of projects, programs, or initiatives.
- Provides technical assistance and support to department staff and providers in onboarding processes, program and data entry requirements.
- Delivers regular training on problem-solving approach processes.
- Hosts monthly service provider meeting for space to share updates, gather feedback and/or answer questions.
- Serves as the primary contact for unique requests for “access” and problem-solving issues.
- Reviews the problem-solving approach processes, providing on-going analysis and recommendations for improvement.
- Leads Housing Problem Solving provider training and learning collaboratives.
- Participates in the planning and coordination of activities within the assigned area.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Ideal candidates will possess the following knowledge, skills, abilities and experience:

- Knowledge of the Coordinated Access System.
- Familiar understanding of HMIS, the CoC, other systems (DHA, BHS, SHRA, etc.) a plus.
- Knowledge and experience with motivational interviewing, evidence-based practices, including trauma informed care framework.
- Demonstrates commitment to honesty, integrity, and transparency.
- A deep passion and empathy for working with people experiencing homelessness (prior lived experience a plus).

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Education and/or Experience:

An Associate's degree or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, social work, humanities, public administration, social science, career counseling, vocational development or a related field or six months to one year related experience and/or training; or equivalent combination of education and experience. Bachelor's degree in a related field (e.g., information systems, social work, public administration) preferred but not required or equivalent work experience. Experience working in the homeless response system or directly with households experiencing homelessness is strongly desired.

Compensation and Benefits:

Compensation range: \$27.54 to \$40.80 Planned maximum is at the mid-range at hire, DOE.

Full-time, non-exempt position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays.

To Apply:

If you qualify, please submit your application, cover letter, and resume to jobs@sacstepsforward.org; once submitted we will be in contact with you. You will find the employment application [HERE](#). **Please note that your submittal will not be reviewed unless all required items are received, including the application, cover letter, and resume.**

The position will be open until February 27, 2025 or until filled. Please do not contact Sacramento Steps Forward directly. No phone calls or personal visits will be accommodated without an appointment. Staffing and recruiting agencies, please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. We promote equal opportunity in the recruitment, selection, training, compensation, promotion, and benefits of all employees.

Sacramento Steps Forward is committed to the principles of being an equal opportunity employer. Sacramento Steps Forward organizational policies, practices, programs, activities and decisions regarding employment are not based on a person's race, color, sex, age, sexual orientation, gender identity, religion, national origin, disability, veteran status, parental status, housing status, or other protected status, in accordance with applicable law.

Sacramento Steps Forward is committed to the full inclusion of all qualified individuals. In keeping with our commitment, Sacramento Steps Forward will take the steps to assure that people with disabilities are provided reasonable accommodations. Accordingly, if reasonable accommodation is required to fully participate in the job application or interview process, to perform the essential functions of the position, and/or to receive all other benefits and privileges of employment, please contact jobs@sacstepsforward.org.

Enclosures: Key Responsibilities Specialist Series

Key Responsibilities Program Specialist I, II, III

Specialist I:

Entry-level position requiring foundational knowledge and skills in the specified field or discipline.

Performs basic tasks and duties under close supervision and guidance.

Assists with data collection, research, and analysis.

Participates in training programs to develop expertise in the assigned area.

Provides support to senior staff members as required.

Provides training, support and coordination of program activities.

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Facilitates meetings.

Specialist II:

Mid-level position requiring moderate experience and proficiency in the specified field or discipline.

Conducts independent research, analysis, and evaluation of information.

Assists in the development and implementation of projects, programs, or initiatives.

Provides technical expertise and support to departmental staff.

Participates in the planning and coordination of activities within the assigned area.

Leads training sessions.

Specialist III:

Advanced-level position requiring substantial experience and expertise in the specified field or discipline.

Leads and manages projects, programs, or initiatives from conception to completion.

Develops and implements strategies to achieve departmental goals and objectives.

Provides guidance, training, and mentorship to junior staff members.

Represents the department or agency in meetings, conferences, and public forums.

Conducts independent research, analysis, and evaluation of information.

Specialist IV:

Senior-level position requiring extensive experience, specialized knowledge, and leadership skills in the specified field or discipline.

Oversees complex projects, programs, or initiatives with significant impact on departmental operations.

Develops and implements policies, procedures, and best practices.

Collaborates with internal and external stakeholders to achieve organizational objectives.

Provides strategic direction and guidance to departmental leadership.