

Sacramento Steps Forward Job Description

Job Title: Persons with Lived Experience (PLE) Coordinator
Department: Systems Performance
Reports To: Racial Equity Specialist
FLSA Status: Exempt

Summary: Reporting to the Racial Equity Specialist, this position is responsible for coordinating and overseeing the ongoing PLE strategies of the Sacramento County Continuum of Care (CoC) and of Sacramento Steps Forward (SSF), which manages the CoC. The PLE Coordinator will support the inclusion of lived experience participation in system change efforts, specifically Coordinated Entry and affordable housing. Core responsibilities include serving as a staff liaison to the CoC Board, the CoC Board's [Racial Equity Committee](#), and other projects seeking to amplify the voice and expertise of PLE; supporting PLE serving on the CoC Board and its committees; reducing their barriers to participation; tracking and distributing their stipends; assisting with outreach activities; and representing SSF at community meetings. This will require frequent communication with internal staff members and external partners, stakeholders, community members, and other CoC representatives. This position requires proficiency in core administrative and clerical abilities as well as a strong understanding of public policy, and ability to develop positive communications, community engagement, and relationship building.

Essential Duties and Responsibilities:

Program and Policy Development

- Serve as staff liaison to the Racial Equity Committee (REQC), which is comprised of up to 28 members appointed by the CoC Board.
- Attend and support the REQC monthly meetings and, as needed, subcommittee meetings, in collaboration with the Racial Equity Specialist and REQC co-chairs.
- Provide guidance on implementation of plans, programs and policies including Coordinated Entry, Systems Performance, the [Racial Equity Action Plan](#) and other plans of the CoC Board with PLE participation, potentially coordinating with SSF staff, CoC committees, consultants, and other partners.
- Support the inclusion of lived experience participation in system change efforts, specifically, Coordinated Entry and affordable housing.
- Use Asana to provide status updates and coordinate with other SSF staff on projects.
- Support special projects as they emerge.

Community Engagement and Relationship Building

- Work collaboratively with CoC Board members, committee members, colleagues, partnering organizations, and other regional and national CoC representatives.
- As needed, recruit and orient new PLE CoC Board and committee members.
- Cultivate relationships with organizations that are led by and/or serve PLE.
- Seek opportunities to uplift lived experience and strengthen ties with advocates.

- Solicit PLE community input and engagement through forums, surveys, interviews, focus groups, and other methodologies.
- Represent SSF at community meetings relevant to responsibilities to advance the goals and perspectives of individuals with lived homelessness experience.
- Assist with outreach activities as they arise (emails, phone calls, interactions in the field).
- Help fulfill requests for basic needs, information, and referrals.
- Create environments that promote trust, engagement, and accountability, and that challenge inappropriate or inaccurate perceptions around homelessness.

Communications

- Support PLE members on the CoC Board and other committees with regular trainings and frequent check-ins, expanding on materials presented and encouraging PLE members to exercise their expertise in public meetings.
- Maintain communication with committee members, as requested or as appropriate.
- Upon request, provide content for the SSF website, newsletters, and other communication channels.
- Provide consistent information and documentation to all involved parties, as requested or as necessary.
- Respond promptly to all incoming communications and requests for information.

Support and Coordination

- Provide administrative support and logistics coordination, including ongoing meeting planning, digital media presence, and REQC project tasks.
- Provide reasonable support and special funding to reduce barriers to PLE participation in CoC Board and committee meetings. Such supports could include arranging transportation, childcare, and mentorship.
- Document and organize the regular distribution (typically monthly) of stipends to PLE participating in various activities, including tracking back to multiple funding sources, monthly accounting, and communicating with recipients as questions or concerns arise. Stipends are offered as gift cards and/or through check.
- Meet at least weekly with the Racial Equity Specialist to receive support for the development and implementation of work plans, review progress and challenges, and engage in regular performance reviews.
- Attend internal staff meetings, as scheduled by the Executive Staff.
- Comply with all guidelines and instructions, as provided by the Racial Equity Specialist or members of the Executive Staff.
- Seek new and creative ways to accomplish SSF's work and mission.
- Other duties as assigned.

Knowledge, Skills, Abilities:

- Knowledge and understanding of individuals experiencing homelessness and their associated needs.
- Demonstrated dedication to equity, justice, and vulnerable populations.
- Awareness and/or desire to understand public policies affecting vulnerable populations, affordable and supportive housing.
- Core administrative and clerical abilities.
- Organization and task management skills.
- Ability to work independently and self-manage.
- Ability to be highly organized and accountable.
- Eagerness to learn.
- Must be able to exercise excellent independent judgement.
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner.
- 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.
- Ethical leadership capabilities and commitment to promoting a healthy team environment.

Supervisory Responsibilities: None.

Measures of Performance: The PLE Coordinator 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 their 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: Lived experience with homelessness and/or housing instability and a high school diploma, associate degree, or equivalent preferred but not required. Years of experience may serve in lieu of a degree. Any questions regarding educational or experiential qualifications can be directed to the Chief Operating Officer.

Language Skills: Proficient oral and written communication skills, including comfort and experience with email, letters, phone calls, text messaging, and in-person conversations. Ability to read and interpret documents such as safety rules, instructions and procedure manuals. Ability to write routine reports, articles, proposals, 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. Familiarity and experience using spreadsheets, word processors, and navigating and consuming information from websites and longer digital documents.

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.

Until further notice, employees have the option to work from home or to work from the SSF office.

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