

Coordinated Access System (CAS) Operations Manager

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. With focus on Equity, Transparency, Continuous Learning, Human-Centered, Community-Inspired Solutions.

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

Evidence of COVID-19 vaccination will be required as a condition of employment. Reasonable accommodations will be considered as needed.

Summary: This position will support the CAS Director in ensuring CAS programs and processes operate efficiently and effectively. This position will be responsible for overseeing the day-to-day operations of the Coordinated Access System and supporting the Referral Desk, System Navigators, and Case Conferencing Specialists when issues arise.

Essential Duties and Responsibilities: include the following.

- Manage CAS Program procedures and processes.
- Supports the CAS frontline staff, including but not limited to PSH referrals for CoC permanent housing and move-on programs.
- Coordinate with the Referral Desk to ensure data quality responsibilities and contract requirements are being met, including but not limited to referrals for COVID positive persons experiencing homelessness and regular emergency sheltering.
- Collaborates with system navigators to ensure priority list clients are appropriately supported into permanent housing.
- Responds to requests for information and support from community members in a timely manner.
- Schedules regular team meetings with frontline staff.
- Develops and documents CAS processes and procedures in collaboration with CAS Manager and CAS Analysts.
- Performs supervisory responsibilities, including approving timesheets, time-off requests, and completing staff evaluations.
- Other duties, as assigned.

Other Responsibilities

- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

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

- Familiar understanding of HMIS, the CoC and the CAS. Knowledge of other systems (DHA, BHS, SHRA, etc.) a plus.
- Strong written and oral communication skills. A writing sample will be requested.
- Demonstrated commitment to honesty, integrity, and transparency.
- A deep passion for working with people experiencing homelessness. Prior lived experience a plus.
- Reliable internet and a fast connection speed – most work is done from home and online.
- Experience with the following software: Google Suites, Microsoft Office, and Asana.

Education and/or Experience:

Preferred Master's Degree in Public Administration, public policy, social work, or another relevant field. Minimum 2 years of experience supervisory staff and relevant work experience.

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Compensation and Benefits:

Compensation range is Dependent on Experience.

Full-time, 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, resume and a writing sample, to

jobs@sacstepsforward.org. You can locate the application [HERE](#), or by following

The position will be open 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 agency please do not respond.

Sacramento Steps Forward is committed to the principles of being an equal opportunity employer. Sacramento Steps Forward's 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 and/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.