

## Continuum of Care (CoC) Program 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.

The Continuum of Care (CoC) Program Manager is responsible for coordinating and supporting the policy and planning activities of the Sacramento CoC Board and its committees, as managed by SSF, as well as strategically leading the growth and development of future initiatives and goals of the CoC and SSF. This position requires frequent communication with internal staff members, external partners, stakeholders, community members and other CoC representatives. Reporting to the Chief Planning Officer, the CoC Program Manager will be responsible for policy, planning and program development activities and projects in support of the CoC Board and SSF priorities.

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.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- Manages a dynamic array of projects and clients with our collaborative team of dedicated professionals.
- Supports implementation of data-driven systems to assess needs, measure performance, evaluates outcomes, identify cross-system usage trends, and identify gaps within the homeless response system and develop policy solutions, including: Provides executive leadership on Sacramento's implementation of the Community Solutions Built for Zero approach to using data to inform goals and initiatives.
- Creates high-quality written, visual, and data informed memos, reports and tools for internal team members and external stakeholders.
- Conducts research and analysis to develop policy recommendations on a wide array of homelessness-related topics for a variety of SSF customers (local government, healthcare sector, CoC Board, and its committees, etc.)
- Supports program development for the implementation of federal, state, and local programs to address homelessness.
- Reviews and guides all individual committee proposed initiatives, projects, and outreach efforts; provides strategic support and alignment across committees.
- Supports the overall mission of SSF through an in-depth knowledge and understanding of the current issues and nuances surrounding homelessness.
- Provides consistent information and documentation to all involved parties, as requested or necessary.
- Works collaboratively with all CoC Board members, committee members, colleagues, partnering organizations, and other regional and national CoC representatives.
- Advances and increases the effectiveness of all current CoC initiatives and outcomes.
- Responds promptly to all incoming communications and requests for information.
- Participates in public meetings and forums as directed.
- Attends CoC Board and committee meetings as directed.
- Attends internal management and staff meetings, as scheduled by the Executive Staff.
- Complies with direction provided by the Chief Planning Officer and all members of the Executive Team.

### **Community Representation**

- Represents SSSF through managing and working with program partners and projects.
- Builds and manage relationships and partners and outside agencies within Sacramento, the surrounding areas and nationwide.

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### **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:**

- 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.
- Respect for lived experience of homelessness.
- Familiarity with the local homelessness response system, including the network of providers and the types of services and housing options available, is preferred.
- Strong verbal and written communication skills, ensuring that all correspondences are 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.
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions.
- Ethical leadership capabilities and commitment to promoting a healthy team environment.

### **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 existing Continuum of Care required. Any questions regarding educational or experiential qualifications can be directed to the Chief Operating Officer.

### **Compensation and Benefits:**

Compensation range DOE.

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 and resume to [jobs@sacstepsforward.org](mailto:jobs@sacstepsforward.org); once submitted we will be in contact with you. You will find the employment application [HERE](#).

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 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

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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](mailto:jobs@sacstepsforward.org).