

Project Manager/System of Care Integrator (PM/SCI) 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. With focus on Equity, Transparency, Continuous Learning, Human-Centered, Community-Inspired Solutions.

Reporting to the Deputy Chief Executive Officer, the Project Manager/System of Care Integrator (PM/SCI) will have both internal and external responsibilities directly related to the California Advancing & Innovating Medi-Cal (CalAIM) system (<https://www.dhcs.ca.gov/calaim>) and the Housing & Homelessness Incentive Program (HHIP) (<https://www.dhcs.ca.gov/services/Pages/Housing-and-Homelessness-Incentive-Program.aspx>) .

The focus of this position is developing cross-sector relationships/partnerships with health care partners specifically Medi-Cal Managed Care Plans and supporting meaningful system change through the implementation and integration of CalAIM programs and HHIP in support of a future where homelessness in Sacramento is rare overall, and brief when it occurs.

The systems referred to for this position include the Health Systems, CalAIM Services including Enhanced Care Management (ECM) and housing Community Supports (CS), and the Homeless Response System that is inclusive of systems of care, for youth, families, chronic homeless, veterans, and others community-based organizations and public agencies serving the homeless community.

Day-to-day responsibilities include managing complex projects related to the systems and programs of care mentioned above, involving many stakeholders. The PM/SCI is expected to manage several cross-department and cross-sector initiatives concurrently. The PM/SCI ensures projects are completed in accordance with SSF policies and procedures and state and federal regulatory standards and regulations.

The ideal candidate will be familiar with the work of homeless continuums of care (CoC's), the homeless response system and have content knowledge of healthcare systems and opportunities under CalAIM. The candidate will understand project management systems of care integration principles as related to the homeless community.

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 and is mandatory for all SSF staff- full-time, part-time, and independent contractors. Vaccination documentation must be provided to SSF no later than the first day of employment. Vaccination information is completely confidential between the staff member and HR. Reasonable accommodations will be considered as needed.

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

Project Management/Systems of Care Integration

- Serves as the primary point person between the health systems and homeless response systems.
- Leads and facilitates standing and ad hoc meetings across internal and external functional areas.
- Fosters and maintains relationships with providers and stakeholders in the CoC/Coordinated Entry System/local homeless response system.
- Acts as the lead for transferring important communications between the different healthcare systems and the stakeholders in the local homeless response system.
- In partnership with the health care system Leads, convenes and facilitates team meetings to assess status

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related to identified project outcome measures, timeline/milestones, budget, open items/issues, and recommendations for issue mitigation.

- Leads and facilitates projects related to mapping workflows and processes related to the desired integration of systems of care focused on improving measurable outcomes.
- Establishes and maintains processes to manage progress
- Implements and iterates recommended changes with a lens of racial equity working with the SSF and other racial equity functional areas.
- Establishes and maintains effective communications with all stakeholders.
- Anticipates stakeholder needs and quickly respond with appropriate and helpful solutions.
- Works closely with SSF data teams to identify, collect, analyze and interpret relevant and helpful data with a focus on identifying improvement opportunities in the Homeless Management Information System(HMIS) and present findings to various audiences including senior SSF and other systems of care leaders
- Maintains visible, up-to-date records on projects progress using appropriate technology tools, including Asana.
- Maintains structured, accurate data to help improve insights and conclusions for decision making.
- Actively participates in SSF staff and team meetings.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

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

- Ability to initiate/manage cross-functional teams and multi-disciplinary projects
- Experience and content knowledge related to housing and homelessness, as well as healthcare systems.
- Experience in project managing and delivering multiple simultaneous complex system of care integration projects.
- Comfort educating, coaching, and mentoring multi-level stakeholders on performance improvement,
- Command of data collection and analysis, project management, and change management methodology techniques, with the purpose of enabling teams across the CoC to become experts at guiding their own improvement.
- Comfort utilizing project management tools and principles to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers.
- Ability to identify and resolve dependencies and constraints between and across projects by working with project leaders, sponsors, and management.
- Ability to efficiently and effectively assess resources to support initiatives and achieve milestones.
- Comfort facilitating groups and teams to promote effective and efficient achievement of their goals with optimal participation of all members.
- Excellent written, verbal, and interpersonal communication and presentation skills
- Strong analytical, problem-solving and decision-making capabilities to analyze situations, identify existing or potential problems, and recommend solutions
- Ability to multi-task with various projects and responsibilities
- Ability to work independently and prioritize project work
- Ability to work effectively and efficiently across multiple projects and meet deadlines
- Proficiency in MS Office Applications (Word, PowerPoint, Outlook, Excel)
- Ability to validate and analyze data sets from relational databases
- Ability to interpret reporting and programming specifications, and translate updates to HMIS data elements into updated reporting and programming specifications
- Leadership: Influencing, negotiating, and delegating abilities.
- Zeal for continuous learning and improvement.
- A belief that homelessness can and must be solved.

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Education and/or Experience: Bachelor's degree (B.A.) or equivalent preferred; or five to ten years related experience and/or training; or equivalent combination of education and experience. 7+ years project management experience Proven success working with all levels of management.

Required Experience:

- Experience facilitating system level and work level processes and meetings that involve multiple agencies or cross sector partners.
- Experience with project management best practices, including project management principles, strategic planning, and team coordination.
- Experience developing and delivering training materials, web-based presentations, and written product.
- Experience developing and documenting processes.
- Experience coaching and educating project teams to strengthen team members' capabilities and skill sets.

Additional Preferred Experience:

- Experience with the work of SSF and have content knowledge related to housing and homelessness, as well as healthcare systems.
- Familiarity with HUD reports, preferably including Annual Performance Reports, Longitudinal Systems Analysis, Consolidated Annual Performance and Evaluation Report, and System Performance Measure reports.
- Experience with data management best practices, including data quality principles, privacy and security policies and procedures, and data collection and use protocols.

Compensation and Benefits:

Compensation range: \$85,000-\$95,000; 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; 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 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.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. We seek to employ an all-star team of people who vary by their race and ethnicity, gender identity, sexual orientation, nationality, age, culture, religion, veteran status, physical and mental abilities. 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.