

Coordinated Entry System Program Manager 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.

The Coordinated Entry System Program Manager (CE Manager) reports to the Planning Director. This position works closely with the Planning Director and is primarily responsible for implementation and ongoing maintenance of the Sacramento Continuum of Care's Coordinated Entry system. The CE Manager will guide SSF's efforts to move from a fragmented system to a coordinated system for accessing following services: Homeless Prevention, Emergency Shelter, Rapid Rehousing, Transitional Housing, and Permanent Supportive Housing. The CE Manager will be responsible for representing the Coordinated Entry (Access) System in the community and supervising a team of employees supporting homeless service providers. This position requires excellent personnel management capabilities and great attention to detail.

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.

- Manages the Coordinated Entry (Access) System, which includes the following:
 - Reviews and updates the 2018 policies and procedures for Coordinated Entry (CE).
 - Identifies mandated deliverables, due dates and creates a plan for achieving these goals.
 - Assists in the development of performance measures related to core and mandated services and an approach for the results monitoring.
 - Develops new policies and procedures, such as a grievance policy, to promote SSF's values of transparency and accountability.
 - Supports Access Point development through written guidance and technical assistance to organizations performing CE assessments.
 - Supports HMIS team in revising and implementing the HUD-required CE data elements in HMIS.
 - Supports domestic violence, human trafficking, and sexual assault support agencies in implementing a coordinated entry system for survivors (survivor system).
 - Supports team in implementing and training on a new racially just housing assessment tool.
 - Supervises team in creating a blueprint that assists new programs, such as Homekey projects, onboarding into CE.
 - Creates a communication plan that meets the HUD requirements, updated at minimum annually.
 - Supervises the development of CE materials in additional languages and shared across Access Pointss
 - Develops policies and guidance around the use of dynamic prioritization or "priority pools".
 - Supports targeted prevention and housing problem-solving as a viable strategy to ending homelessness in CE.
- Directly manages all Coordinated Entry System staff members working primarily with permanent housing programs, ensuring they are working effectively toward the common goals established by SSF and the Continuum of Care. Responsibilities include the following:
 - Supervises CES analysts, survivor-system staff, referral staff and other team members responsible for program and process development, drafting and implementation of system policies and procedures, and related work;
 - Provides direct oversight of staff work as related to identified mandates and other deliverables;

Coordinated Entry System Program Manager JOB POSTING

- Provides direct oversight of documentation and information being distributed by all employees in the department;
- Hosts weekly team and individual check-in meetings;
- Conducts performance reviews and implementing staff or position changes, as needed.
- Increases Coordinated Entry's scope to include all homeless households and all program types, by:
 - Researches best practice models for Coordinated Entry systems and related processes and practices and developing recommendations for how to implement them;
 - Ensures the Sacramento CoC's Coordinated Entry System complies with US Department of Housing and Urban Development's expectations and requirements;
 - Facilitates meetings to educate the provider community on upcoming system changes;
 - Works with the provider community to translate best practices into local policies and procedures;
 - Monitors system implementation and making adjustments to respond to unexpected problems as needed;
 - Supports the CoC Board's Coordinated Entry System Committee;
 - Interacts with government officials and private stakeholders to build support for and increase participation in CES;
 - Pursues additional funding to increase the capacity of the CES, through researching grant opportunities and drafting applications/proposals for funding.
- Provides information and consultation to data team members for the development and implementation of the evaluation of the Coordinated Entry System.
- Provides information and consultation to SSF data staff members as needed for the development and implementation of the evaluation of the Sacramento CoC's performance.
- Presents CES policies, data, and other information to stakeholders and community members.
- Provides general support and coordination to all Coordinated Entry-related projects and activities.
- Participates in the development of project budgets with the management team and adheres to the budgets provided.

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;
- Knowledge and understanding of individuals experiencing homelessness and their associated needs;
- Knowledge of available social services in Sacramento County, as well as how to access them;
- Knowledge of housing options for individuals experiencing homelessness in Sacramento;
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner;
- Strong work ethic and ability to work independently;
- 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;

Education and/or Experience:

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. A Bachelor's degree in Social Work and a Master's in Social Work degree is highly desired. Preferred to have five or more years of related experience and/or training; or equivalent

Coordinated Entry System Program Manager JOB POSTING

combination of education and experience. Previous experience working with social services, work with homeless programs, familiarity with Housing and Urban Development (HUD) requirements, or non-profit organizations required.

Compensation and Benefits:

Compensation range \$80,000-\$88,000/year; DOE.

Full-time/part-time 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.