

Referral Specialist 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 Referral Specialist assists and refers people experiencing homelessness in Sacramento County to supportive services, such as shelter, long-term housing, and other services within Sacramento County using the Coordinated Entry System. The position entails working with the Homeless Management Information System (HMIS) and with referring agencies to determine eligibility and make direct referrals to providers. This position works closely with other Referral Specialist who refer primarily into HUD and ESG funded programs.

SSF embraces technology to develop ongoing efficiencies. Currently the office is currently a hybrid operation. 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.

- Makes timely and appropriate referrals to openings in accordance with eligibility requirements.
- Quickly resolves program-specific issues by convening and facilitating problem-solving meetings between referring and receiving agencies.
- Communicates referral decisions to stakeholders, and in some cases, deny referrals that do not meet eligibility requirements.
- Collaborates with the client referring agency staff, and other partners to gather and complete necessary documents.
- Accesses and understands the HMIS system.
- Ability to work collaboratively with diverse populations and communicate effectively.
- Participates in meetings with partner agencies to problem-solve and remove barriers to shelter or referrals as needed.
- Ability to handle the emotional demands of working with the homeless population, in a community with limited resources.
- Process problem-solving requests from victim service PSAPs.
- Identify openings and submit referrals into survivor-dedicated housing programs.
- Provide support in implementing system changes, including scheduling, creating relevant training or informational materials, logistical support.
- Seek feedback on how to improve connection and access to housing resources through survivor focus groups and provider groups.
- Assess and prioritize households connected through non-victim service providers for needed problem-solving support.
- Be involved in local victim-service provider groups and other relevant discussions.
- Ensure the privacy and confidentiality of clients.
- Support in connection-building and collaboration with agencies who serve victims (including non-traditional partners).

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:

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- Experience working with survivors of domestic violence, sexual assault, and/or human trafficking.
- Excellent customer service skills and ability to work effectively with others.
- Attention to detail and consistent processes; willingness to be transparent about processes.
- Experience working with individuals/ families experiencing crisis and instability.
- Knowledge of shelter requirements as established by the shelter partners, and a working knowledge of where the client can complete or verify requirements.
- Develops an understanding of the Coordinated Entry process as a whole in Sacramento, and the programs which work closely with SSF.
- Consistency in communication and standards.
- Knowledge of HMIS, Google Suites and Microsoft Office..

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.

Compensation and Benefits:

Compensation range \$24-\$28/hour; DOE.

Full-time, non-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.