

Housing Operations 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 Housing Operations Specialist will work directly with the Housing Operations Supervisor in providing support and oversight to House Leaders. Housing Operations Specialist performs job duties to ensure proper functioning of PSH properties. The Housing Operations Specialist will engage with PSH case management staff and keep them informed of issues and activities of residents at PSH properties. The Housing Operations Specialist reports directly to the Housing Operations Supervisor and works closely with them to ensure that timely and excellent service is provided. This position is part of the Permanent Supportive Housing Department. This position is a limited-term position while SSF manages three HUD funded projects and will start May 25, 2023. These projects are the Friendship Housing, New Community and Shared Community projects. SSF embraces technology to develop ongoing efficiencies. Currently the office is 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.

- Responsible for the operation of 30 houses.
- Schedules and maintains bi-monthly visits and reviews on-sight checklist with House Leader.
- Assesses daily reports from House Leaders and reports any crisis to supervisor.
- Fills out sign-in sheet upon every visit to PSH houses.
- Empowers House Leaders to maintain positive curbside appeal.
- Documents rule violations of residents upon recommendation of supervisor and program director.
- Initiates and monitors behavioral contracts upon recommendation of supervisor and program director.
- Conducts room inspections and reports issues found to supervisor.
- Supports House Leaders in turnover of rooms at PSH houses if needed.
- Initiates work orders and supply requests.
- Provides crisis intervention and responds to issues in an appropriate manner.
- Supports in the training of house Leaders and advocates on their behalf.
- Offers employment support and training to House Leaders.
- Provides transportation support to House Leaders for important appointments if needed.
- Updates housing binders for each house visited.
- Reports any health and safety issues or concerns to the Housing Operations Supervisor.
- Attends daily Permanent Supportive Housing department meetings.
- Assists House Leader Supervisor in maintaining personnel file for House Leaders.
- Sets up new PSH properties with other operations and maintenance staff.
- Develops goal plans with House Leader and support in achieving stated goals.
- Comprehends and adheres to ethical standards and confidentiality laws.
- Performs other related duties as required to support the mission of the organization and the program.

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:

- Excellent customer service skills and ability to work effectively with others.

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- Attention to detail and consistent processes; willingness to be transparent about processes.
- Experience working with individuals/ families experiencing crisis and instability.
- Consistency in communication and standards.
- Knowledge of HMIS, Google Suites and Microsoft Office.
- PSH Housing Operations Specialist experience.

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. One or more years' experience working with individuals experiencing homelessness, with a demonstrated ability to gently and effectively maintain boundaries and hold others accountable and create an atmosphere of teamwork. Experience with maintaining compliance within Housing Programs, homelessness issues, domestic violence, and poverty issues.

Compensation and Benefits:

Compensation range \$19-\$21/Hour; DOE.

Full-time, non-exempt, limited term position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays. The start date for this position is May 25, 2023. This position will remain open until filled.

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.