

Program Analyst 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. We believe in human-centered, community-inspired solutions, with a focus on equity, transparency, and continuous learning.

The Program Analyst supports the coordination and management of resources by providing analysis and recommendations for improvement. The coordinated access and coordinated entry systems allows users to connect people experiencing homelessness efficiently and effectively to programs and services that aim to rapidly resolve their housing crisis. This position will support the Planning Director in developing and implementing programs and policies and supporting a variety of stakeholders countywide.

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.

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

- Conducts professional level research and analysis on model-programs, new and emerging practices, and best practices to ensure Sacramento Steps Forward (SSF) is implementing and supporting effective programs and services.
- Creates various tracking tools and documents to support the coordinated systems (CS) team and subcontractors.
- Develops evaluation metrics for coordinated access system (CAS) programs.
- Prepares a variety of written and oral reports, staff memorandum, and draft policies.
- Prepares contract terms and conditions, and contracting policies and procedures for subcontractors.
- Designs, tests, and executes new coordinated systems procedures.
- Creates and makes presentations the Continuum of Care Board committees and SSF staff on countywide coordinated systems issues and materials.
- Keeps abreast of and evaluates Federal, State, and local legislative and regulatory proposals related to homeless services for impact to the coordinated systems department.
- Responds to a variety of information requests from both inside and outside the organization.
- May act as a project leader for a specific assignment which may include coordination with CS team members, other SSF staff, and outside consultants.
- Persuades, justifies, and projects consequences of decisions and recommendations.
- Provides ongoing program monitoring and support, as needed.
- Participates in Continuum of Care (CoC) meetings.
- Supports in the ongoing expansion and development of the CAS/CES system.
- Establishes cooperative relationships with those contacted in the course of work.

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 judgment.
- Knowledge or willingness to learn Federal, State, and local legislative and regulatory proposals related to homeless services for impact to the coordinated systems department.
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner.
- Strong work ethic and ability to work independently.

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- 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:

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 \$29-\$40/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.