

Program Coordinator – Volunteer Coordinator 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 Volunteer Coordinator is responsible for coordinating volunteer initiatives that align with the Sacramento Continuum of Care's (CoC) goals and supports a coordinated, effective Sacramento homeless response system. The Volunteer Coordinator reports to and assists the Capacity Building Program Manager to maximize volunteer engagement and support volunteer training needs to ensure capacity for successful partnerships and deployment of volunteer resources. This includes supporting the expansion of volunteer capacity and activities, mobilizing the volunteer network and other invested stakeholders, sustaining strong community support, and procuring and leveraging diverse community trainings and resources to improve assistance to and advocacy for people experiencing homelessness.

This role involves recruiting, training, and collaborating with volunteers and community partners to increase stakeholder understanding of people experiencing homelessness, advocate for homelessness prevention, and drive down Sacramento homelessness. This position requires frequent communication with internal staff members and external stakeholders. Additionally, this position must be mindful of diversity, equity, inclusion, and belonging principles to ensure equitable access to services, resources, and opportunities within the homeless response system.

Additionally, the Volunteer Coordinator is responsible for effectively collaborating with all stakeholders to ensure that all activities comply with the requirements of the US Department of Housing and Urban Development, the Sacramento Local Homeless Action Plan, and other relevant strategic plans and goals that impact capacity building programs.

Location: 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.

Program Development & Support

- Conduct professional level research and analysis on community needs, volunteer models and programs, as well as national and regional best practices for volunteer coordination.
- Identify and analyze communitywide volunteer needs and opportunities that advance and improve the effectiveness and outcomes of the volunteer network's homeless response.
- Engage and educate all stakeholders to promote community understanding of homelessness, interlinked challenges faced by people experiencing homelessness, and address associated stigmas and myths with cultural sensitivity.
- Analyze volunteer network interests and strengths to match them with the most appropriate opportunities across the community.
- Develop and implement evidence-based volunteer recruitment and retention strategies, which includes creating trainings and tools that boost community impact.
- Keep abreast of and evaluates Federal, State, and local legislative and regulatory mandates, and funding opportunities impacting the ability to evaluate, improve, and/or scale volunteer initiatives across the system.
- Recommend mission aligned volunteer activities and outreach efforts to appropriately meet the diverse needs of people experiencing homelessness.
- Evaluate identified performance metrics and outcomes as well as written and oral feedback to strengthen volunteer programs and networks, thus scaling community impact.
- Establish and monitor volunteer resource archives to support in-the-field activities.
- Support strategic alignment of training initiatives across departments.
- Support the development and/or detailed review of contracts and policies to ensure compliance with regulatory bodies, as related to capacity building activities.

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- Support the development and/or completion of reports in a timely manner.
- Support continuous improvement processes organization-wide, including developing and documenting process control plans as related to the volunteer program.

Community Organizing

- Establish collaborative cross-community partnerships to promote volunteerism, increase awareness of the unique needs and challenges of people experiencing homelessness.
- Assess community resource needs, procure homeless outreach resources, as well as monitor resource inventory.
- Plan and execute community programs to support people experiencing homelessness.
- Streamlines resource management process to disseminate supplies effectively and equitably to volunteer and provider networks.
- Respond to immediate or delayed concerns, issues or situations raised by volunteers and other community members, escalating issues to the Program Manager as appropriate.
- Be available to volunteers during working hours, either in person or via phone and email.
- Visit service sites and field locations to examine community needs and environments in which providers work as safety permits.
- Represent Sacramento Steps Forward within the community and at designated events, including participation in public meetings and forums.

Communications

- Communicate effectively all information, policies, procedures, regulations, and other program relevant changes to volunteers.
- Prepare resources (e.g., presentations, reports, briefs, memos, fact sheets, talking points) communicating about volunteer programs and initiatives with all stakeholders.
- Manage and grow volunteer network contact database.
- Support external volunteer communications via newsletter, website, and other media.
- Respond to a variety of information requests from inside and outside the organization.

Project Management Support

- Support project development, monitoring, and status updates in Asana.
- Act as project leader or support for a specific assignment that may include coordination with internal and external stakeholders as assigned.

Administration

- Provide general program support, coordination, and event planning as needed.
- Design, test, and execute new procedures where needed.
- Attend all required internal and external meetings.
- Comply with all job requirements, duties and responsibilities, as written herein and as directed by the Program Manager.

Other Responsibilities

- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

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

- Knowledge of, or willingness to learn the following principles: Systems Thinking, Diversity, Equity, Inclusion, and Belonging, Social Determinants of Health, Trauma Informed Care, Motivational Interviewing, Harm Reduction, and Restorative Justice.
- Have strong passion for serving people experiencing homelessness or other vulnerable, marginalized, and underrepresented communities.
- Ability to effectively organize communities and mobilize resources for vulnerable populations in collaboration with various stakeholders.
- Strong interpersonal skills to maintain excellent rapport necessary for effective collaboration with all stakeholders.
- Ability to remain neutral in managing conflicts and exercise patience during all interactions.
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions.
- Experience designing and delivering trainings that meet diverse learning styles using culturally sensitive approaches, including programs that aid in gaining stakeholder support, reducing disparities, combating systemic oppression, and uplifting highly vulnerable communities.
- Knowledge and understanding of people experiencing homelessness and their associated needs.
- Ability to analyze data, make data-driven decisions, and make excellent independent judgment to positively impact the system.
- Ability to think strategically and creatively of innovative solutions for systemic challenges.
- Ability to communicate in a clear, concise, professional, and effective manner with all stakeholders.
- Works well under pressure to meet multiple competing deadlines with all stakeholders.
- Strong work ethic and ability to work independently.
- Ethical leadership capabilities and commitment to promoting a healthy team environment.
- Knowledge of or willingness to learn about available social services in Sacramento County, as well as how to access them.
- Knowledge of or willingness to learn about housing options for people experiencing homelessness in Sacramento.

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. **Preferred:** At least one to two years working in homelessness or with vulnerable populations, volunteer coordination, training curriculum development, capacity building, program evaluation, or a related field..

Compensation and Benefits:

Compensation range \$27-\$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. Sacramento Steps Forward's 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

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applicable law. 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.