

Performance Improvement Advisor 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 Performance Improvement Advisor (PIA) helps develop a continuous improvement culture and community of practice for Sacramento Steps Forward (SSF) and the other organizations that are part of the Homeless Response System (HRS). The PIA will develop, guide, and implement a continuous process improvement (CPI) initiative, which includes an internal component focused on SSF performance and an external component involving key CBOs. The ultimate goal of the CPI initiative is to reduce new homelessness and accelerate the rates of housing placements for individuals already experiencing homelessness by:

- Setting and monitoring performance measures to increase oversight, accountability, and opportunities to learn;
- Creating standard processes and performing routine performance improvement reviews ; and
- Offering training and tools to drive process change and improvement.

Using a project management approach, the PIA will work with the SSF Change Agent Team, which includes the Chief Executive Officer, Deputy CEO, Portfolio and Team Excellence Lead, and a process improvement consultant, to initiate a process improvement framework, test process improvement approaches, and institutionalize the continuous process improvement initiative. After project completion, the PIA will continue to support a culture of continuous improvement within SSF and the HRS.

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.

- Develop a performance improvement approach that delivers tangible value to the HRS.
- Facilitate process improvement learning by supporting team members across the organization and ensuring SSF staff receive process improvement training appropriate for their responsibilities.
- Serve as project manager for continuous process improvement initiatives, using Asana for project-related communication and documentation.
- Develop templates for SSF process management, process documentation, and process improvement.
- Facilitate SSF teams with process documentation and the development of process control plans.
- Initiate, monitor, and complete pilot CPI projects and demonstrate measurable improved performance.
- Monitor readiness and adoption through process audits and reports.
- Analyze key performance indicators in an effort to identify opportunities for improvement in the existing business model, processes, and structure.
- Create presentations and visualizations to communicate process improvement project progress.
- Identify, engage, and support internal and external process improvement partners.
- Train CBOs to implement process improvements.
- Advise on projects, offering solution-design support and best practices for process management.
- Maintain a resource hub to allow ready access to SOPs, process maps, and other documentation.
- Promote SSF's project management approach and help develop new project management resources and training.

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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- Demonstrable applied knowledge of business processes and process improvement methodologies.
- Ability to communicate effectively with all levels of employees, management, and diverse community partners.
- Ability to influence and shape work, progress, and processes without ownership or control.
- Knowledge of change management principles and methodologies.
- Strong analytical, problem-solving, and decision-making capabilities to analyze situations, identify existing or potential problems, and recommend solutions.
- Demonstrable applied knowledge of project management methodologies.
- Familiarity with project management software such as Asana.
- Strong organizational and time management skills.
- Ability to work in a fast paced, fast changing environment.
- Ability to work as part of a team and able to operate independently.
- Proficiency in MS Office Applications (Word, PowerPoint, Outlook, Excel, Teams, OneDrive, SharePoint)

Education and/or Experience:

Bachelor's degree (B.A.) from four-year college or university; Degree preferably in Business, Public Administration or another related field. At least three years of experience related to process improvement. Additional years of relevant experience can be substituted for a bachelor's degree. Business Process Improvement certification (Lean, Six Sigma) a plus.

Compensation and Benefits:

Compensation range \$90,000-\$110,000; 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.