

Learning & Communications Coordinator - CES 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 Learning & Communications Coordinator is responsible for supporting capacity building and training programming aimed at assisting service providers within the Sacramento homeless response system. This position reports to the Coordinated Entry System Manager. This includes the development of training, tools, and resources based on the identified provider community needs that focuses on the principles of diversity, equity, inclusion, and belonging. This position will also leverage known and new technologies, coordinate community-focused forums, and facilitate multisector collaborations to promote continuous learning and improvement across the homeless response system.

Additionally, the Learning & Communications Coordinator is responsible for effectively collaborating with internal and external 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.

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.

- Support the development and/or completion of reports in a timely manner.
- Support continuous improvement processes, including developing and documenting process control plans for CES training-related activities.
- Coordinate the following activities with the Learning and Development Specialist for Capacity Building and the Communications Specialist, as appropriate:
 - Prepare CES specific resources (e.g., presentations, reports, briefs, memos, fact sheets, talking points, video recordings) communicating about training programs and initiatives with stakeholders.
 - Manage and grow provider community contact databases.
 - Support external training communications via newsletter, website, and other media.
 - Respond to a variety of information requests from inside and outside the organization. Coordinate this activity with the Communications Specialist, as appropriate.

Community Engagement

- For these activities, coordinate with the Learning and Development Specialist for Capacity Building:
 - Establish cooperative relationships with internal and external partners—especially with the Homeless Provider Community, Continuum of Care, Persons With Lived Expertise Cohort, Volunteer Network, and other groups as needed to facilitate the work.
 - 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.

Administration

- Provide general program support, coordination, and event planning as needed.
- Support project development, monitoring, and status updates in Asana.
- 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.

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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:

- Working knowledge, or willingness to learn the following principles: Systems Thinking, Adult Learning Principles, Workforce Development, Diversity, Equity, Inclusion, and Belonging, Social Determinants of Health, Trauma Informed Care, Motivational Interviewing, Harm Reduction, and Restorative Justice.
- Working knowledge, or willingness to learn about learning management systems and technologies and other tools to enable virtual and hybrid learning.
- Strong experience designing and delivering training initiatives that meet diverse learning styles using culturally sensitive approaches, including programs that aid in reducing disparities, combating systemic oppression, and uplifting highly vulnerable communities.
- Knowledge and understanding of people experiencing homelessness and their associated needs.
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions.
- Understanding of how the HMIS inter-relates with the work of the Coordinated Access/Entry System.
- 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.
- 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.
- 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, training curriculum development, capacity building, program evaluation, or a related field.

Compensation and Benefits:

Compensation range \$24- \$29; 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.**

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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 agencies, please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. 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.