

## LEARNING EXPERIENCE DESIGNER 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 Experience Designer (the internal title is HMIS Specialist) for the Homeless Management Information System (HMIS) plays a pivotal role in developing and implementing innovative training programs and educational materials to enhance user proficiency and maximize the effectiveness of HMIS utilization among stakeholders. Collaborating closely with HMIS administrators, service providers, and community partners, the Learning Experience Designer designs engaging learning experiences, including e-learning modules, workshops, and tutorials, tailored to meet the diverse needs of users. By fostering continuous learning and skill development, the role ensures that HMIS users are equipped with the knowledge and tools necessary to leverage the system effectively in support of efforts to address homelessness within the Sacramento community.

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:**

- *Training Development and Implementation* – Design and develop comprehensive training programs and materials, including e-learning modules, workshops, and tutorials, to support HMIS users in maximizing system proficiency and effectiveness. Collaborate with HMIS administrators and stakeholders to identify training needs, assess learning objectives, and tailor learning experiences to meet the diverse needs of users.
- *Training Facilitation and Delivery* – Lead and facilitate training sessions, workshops, and presentations to educate HMIS users on system functionality, data entry protocols, and best practices. Utilize engaging instructional techniques, interactive activities, and real-world examples to enhance participant learning and retention. Adapt training delivery methods to accommodate diverse learning styles and proficiency levels among users. Evaluate training effectiveness and adjust facilitation approaches as needed to optimize participant engagement and knowledge acquisition.
- *User Support and Engagement* – Provide ongoing user support and engagement initiatives to promote HMIS adoption and utilization. Offer technical assistance, guidance, and troubleshooting to users experiencing difficulties with HMIS navigation and functionality. Develop and maintain user resources, such as user guides, FAQs, and knowledge bases, to facilitate self-service support and enhance user experience.
- *Evaluation and Improvement* – Continuously evaluate the effectiveness of training programs and user support initiatives through feedback mechanisms, user surveys, and performance metrics analysis. Identify areas for improvement and implement enhancements to training materials, resources, and support strategies to address evolving user needs and system requirements.
- *Collaboration and Communication* – Foster collaborative relationships with HMIS administrators, service providers, and community partners to ensure alignment of training efforts with organizational goals and priorities. Communicate effectively with stakeholders to promote awareness of training opportunities, updates, and best practices related to HMIS usage and data quality standards.
- *Other Responsibilities* – Regular, predictable attendance is required. Ability to get along and work effectively with others. Other duties may be assigned.

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

- Experience producing educational multimedia assets (e.g. graphics or videos).
- Knowledge of instructional design techniques and HMIS technical concepts.
- 1-3 years' experience in designing and delivering education and training experiences in a digital-first environment.

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- Willingness to learn and stay updated on HMIS software and procedures.
- Understanding of homelessness issues and familiarity with homeless services and programs.

### **Education and/or Experience:**

Bachelor's degree (B.A.) from four-year college or university; or professional certification in instructional design and at least one to three years related experience and/or training in instructional design; education, instructional technology or related fields or equivalent combination of education and experience.

### **Compensation and Benefits:**

Compensation range \$27-\$40/hr.; Planned maximum is at the mid-range at hire, DOE. Full-time, non-exempt position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays. Funding for this position is estimated for up to two years. Funding for this position does not change at-will nature of employment with SSF.

### **To Apply:**

If you qualify, please submit your application, cover letter, and resume to [jobs@sacstepsforward.org](mailto: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 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](mailto:jobs@sacstepsforward.org).