

Referral Specialist 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 Referral Specialist assists and refers people experiencing homelessness in Sacramento County to supportive services, such as shelter, long-term housing, and other services within Sacramento County using the Coordinated Entry System. The position entails working with the Homeless Management Information System (HMIS) and with referring agencies to determine eligibility and make direct referrals to providers. This position works closely with other Referral Specialist who refer primarily into HUD and ESG funded 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:

- Makes timely and appropriate referrals to openings in accordance with eligibility requirements.
- Resolve program-specific issues quickly by convening and facilitating problem-solving meetings between referring and receiving agencies.
- Supports referral team with identifying and processing housing referrals for upcoming housing projects.
- Supports referral team with identifying eligible clients from the COC priority list.
- Communicates referral decisions to stakeholders, and in some cases, deny referrals that do not meet eligibility requirements.
- Collaborates with the client referring agency staff, and other partners to gather and complete necessary documents.
- Accesses and understands the HMIS system.
- Works collaboratively with diverse populations and communicates effectively.
- Participates in meetings with partner agencies to problem-solve and remove barriers to shelter or referrals as needed.
- Manages the emotional demands of working with the homeless population, in a community with limited resources.
- Identifies openings and submits referrals into survivor-dedicated housing programs.
- Provides support in implementing system changes, including scheduling, creating relevant training or informational materials, logistical support.
- Seeks feedback on how to improve connection and access to housing resources through survivor focus groups and provider groups.
- Assess and prioritizes households connected through non-victim service providers for needed problem-solving support.
- Participates in local victim-service provider groups and other relevant discussions.
- Ensures the privacy and confidentiality of clients.
- Supports in connection-building and collaboration with agencies who serve victims (including non-traditional partners).
- 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 working with survivors of domestic violence, sexual assault, and/or human trafficking.
- Excellent customer service skills and ability to work effectively with others.

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- Attention to detail and consistent processes; willingness to be transparent about processes.
- Experience working with individuals/ families experiencing crisis and instability.
- Knowledge of shelter requirements as established by the shelter partners, and a working knowledge of where the client can complete or verify requirements.
- Develops an understanding of the Coordinated Entry process as a whole in Sacramento, and the programs which work closely with SSF.
- Consistency in communication and standards.
- Knowledge of HMIS, Google Suites and Microsoft Office.

Education and/or Experience:

Associate's degree (A.A.) or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, social work, humanities, public administration, social science, career counseling, vocational development or a related field or six months to one year related experience and/or training; or equivalent combination of education and experience. Bachelor's degree in a related field (e.g., information systems, social work, public administration) preferred but not required or equivalent work experience.

Compensation and Benefits:

Compensation range \$27-\$40/hour; 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.

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 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.