

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 plays a crucial role in helping individuals experiencing homelessness by connecting them with available housing and support services. This position involves using the Coordinated Access System (CAS) to refer clients to various housing options like permanent supportive housing, rapid rehousing, and transitional housing. The referral specialist also works with the Homeless Management Information System (HMIS) and coordinates with referring agencies to assess eligibility and make appropriate referrals to CAS-participating housing and service providers. This position is in accordance with key responsibilities as outlined in the Specialist series.

SSF embraces technology to develop ongoing efficiencies. Currently, the office is a hybrid operation. This is a hybrid position and will require you to report to the office periodically.

Essential Duties and Responsibilities include the following:

- Utilizes the Coordinated Access System (CAS) to match clients with suitable permanent supportive housing, rapid rehousing, transitional housing and other relevant services.
- Maintains comprehensive records of referrals, client interactions and service outcomes using Excel and other tracking systems.
- Addresses any issues or challenges that arise during the referral process, working to resolve them efficiently and effectively.
- Verifies document-ready clients from the COC Priority List to ensure that individuals seeking housing or support services have completed and provided all necessary documentation required for eligibility and referral.
- Collaborates with the client referring agency staff and other partners to gather and complete necessary documents.
- Works collaboratively with diverse populations and communicates effectively.
- Ensures all activities comply with relevant regulations, policies, and procedures governing the referral process and client data management.
- Prepares reports as needed to track progress and outcomes.
- Manages transfers of clients between programs or services, ensuring all necessary documentation and steps are followed.
- Handles and documents all referral denials, providing clear communication to clients and stakeholders.
- Follows a detailed process for creating referrals, ensuring all steps are completed and documentation is accurate.
- Manages and responds to department referral emails from providers, ensuring timely and accurate communication.
- Creates and manages openings in HMIS.
- Prepares for new housing projects by communicating information to relevant parties and providing guidance on necessary documentation, eligibility requirements and expected timelines.
- 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, abilities and experience:

- Excellent customer service skills and ability to work effectively with others.
- Attention to detail and consistent processes; willingness to be transparent about processes.
- Experience working with individuals/ families experiencing crisis and instability.

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- 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:

An Associate's (A.A.) degree 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 \$27.54 - \$40.80; 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.

Enclosures: Key Responsibilities Specialist Series

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Key Responsibilities Program Specialist I, II, III

Specialist I:

Entry-level position requiring foundational knowledge and skills in the specified field or discipline.

Performs basic tasks and duties under close supervision and guidance.

Assists with data collection, research, and analysis.

Participates in training programs to develop expertise in the assigned area.

Provides support to senior staff members as required.

Provides training, support and coordination of program activities.

Facilitates meetings.

Specialist II:

Mid-level position requiring moderate experience and proficiency in the specified field or discipline.

Conducts independent research, analysis, and evaluation of information.

Assists in the development and implementation of projects, programs, or initiatives.

Provides technical expertise and support to departmental staff.

Participates in the planning and coordination of activities within the assigned area.

Leads training sessions.

Specialist III:

Advanced-level position requiring substantial experience and expertise in the specified field or discipline.

Leads and manages projects, programs, or initiatives from conception to completion.

Develops and implements strategies to achieve departmental goals and objectives.

Provides guidance, training, and mentorship to junior staff members.

Represents the department or agency in meetings, conferences, and public forums.

Conducts independent research, analysis, and evaluation of information.

Specialist IV:

Senior-level position requiring extensive experience, specialized knowledge, and leadership skills in the specified field or discipline.

Oversees complex projects, programs, or initiatives with significant impact on departmental operations.

Develops and implements policies, procedures, and best practices.

Collaborates with internal and external stakeholders to achieve organizational objectives.

Provides strategic direction and guidance to departmental leadership.