

INTERNAL POSTING - Continuum of Care (CoC) Program Manager 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 Continuum of Care (CoC) Program Manager is responsible for coordinating and advancing the strategic policy and planning efforts of the Sacramento CoC Board, supporting SSF's mandate to end homelessness. This role manages critical community planning processes, directs HUD compliance efforts for SSF, and leads the organization's core service charters related to the CoC Governance, including managing biennial Point-In-Time (PIT) count, overseeing the CoC Board infrastructure, leading the NOFO federal funding applications and facilitating Homeless Response System plan implementation. This position requires substantial knowledge of HUD mandates, funding streams, policy development, stakeholder engagement and systems thinking.

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. **This is an internal job posting and only SSF employees are welcome to apply at this time.**

Essential Duties and Responsibilities include the following:

- Lead Core Service Charters: Oversees and implements the responsibilities outlined in core service charters, including:
 - Biennial PIT Count Coordination: Directs all aspects of the PIT count, including recruiting and training volunteers, managing data collection logistics, collaborating with stakeholders and developing post-count reports and presentations.
 - CoC Board and Committee Infrastructure Management: Administers the CoC Board and committee meetings, ensuring alignment with HUD and HEARTH Act requirements. Oversees the creation of board work plans, governance updates and the annual CoC board meeting.
 - HUD CoC NOFO Application Management: Serves as project manager for the CoC Consolidated Application, overseeing the local project review and ranking process, coordinating team roles and ensuring timely submission of all federal application components.
 - HRS Plan Development and Implementation: Facilitates the creation, execution, and evaluation of strategic HRS plans, engaging cross-sector stakeholders, setting measurable targets and reporting on progress.
- Stakeholder Engagement and Collaboration: Collaborates with CoC Board members, committee members, partners and volunteers to ensure alignment with strategic goals, fostering strong partnerships within the community.
- Data-Driven Analysis and Reporting: Develops, manages, and reports on KPIs for each core service, ensuring compliance with HUD requirements and maintaining transparency and accountability in all data and reporting efforts.
- Communications and Public Engagement: Implements a communication plan for core services, including community updates, press releases, and annual public presentations related to PIT counts, NOFO results and HRS planning efforts.
- Project and Process Management: Coordinates, monitors, and refines processes to achieve continuous improvement, overseeing internal and external communication, deadlines and documentation across core

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service areas.

- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
- Other duties may be assigned.

Supervisory Responsibilities: Directly supervises employees in the CoC department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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

- Must be able to exercise excellent independent judgement.
- Experience working with Department of Housing and Urban Development (HUD) procedures and requirements.
- Ability to prioritize required workload.
- Respect for lived experience of homelessness.
- Familiarity with the local homelessness response system, including the network of providers and the types of services and housing options available, is preferred.
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner.
- Strong work ethic and ability to work independently.
- Exercises patience during all interactions.
- Works well under pressure to meet multiple, competing deadlines.
- Demonstrates professional and cooperative behavior with colleagues and supervisors at all times.
- Demonstrates professional and cooperative behavior with external partners throughout the community at all times.
- 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.

Education and/or Experience:

- Education and/or Experience: B.A. or B.S. required; Master's Degree in Public Policy, Nonprofit Management or Strategic Design and Management strongly preferred. At least 5 years of experience working in homeless services, with Department of Housing and Urban Development (HUD) mandates, funding streams, and/or an existing Continuum of Care required.

Compensation and Benefits:

Compensation range \$91,800 - \$112,200; Planned maximum is at the mid-range at hire, DOE. Full-time, 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 December 23, 2024. 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.

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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.