

POSITION: STEP Coordinator and Case Manager
REPORTS TO: Assistant Director of Programs for Housing Services
STATUS: Non-Exempt; Full-Time; Regular
COMPENSATION: \$18-\$20 Hourly Wage
BENEFITS: Medical, Dental, Vision, and Life Insurance; Employee Assistance Program; and 401(k) retirement plan; Paid Holidays, Sick, and Vacation
LOCATION: Short-Term Transitional Emergency Program (STEP)

JOB SUMMARY:

The STEP Coordinator and Case Manager (SCCM) is responsible for supervising, scheduling, and supporting the Housing Advocates within the Short-Term Transitional Emergency Program (STEP). The STEP Coordinator will also work with a six (6) client case load including (but not limited to) implementing daily programming, crisis intervention and referral services, leadership development, and employment/academic readiness services. Low-barrier services are designed to reach disconnected LGBTQ+ transitional aged youth, victims of crime as the program is rooted in community building, trauma-informed care and harm reduction models. A large percentage of program participants have experienced physical and/or sexual abuse, homelessness, engagement with criminal justice and/or foster care systems, substance use/abuse, and/or mental health challenges.

This position reports to the Assistant Director of Programs for Housing Services and works in partnership with other programming staff and stakeholders as well as directly with community members of diverse backgrounds. The SCCM may be asked to operate on an interwoven schedule alongside the Housing Advocates that will work within the Morning (6:30 a.m.-3 p.m.); Swing (2:30 p.m.-11 p.m.); and Grave (10:30 p.m.-7 a.m.) shifts; the schedule will be determined by the needs of the program.

ESSENTIAL FUNCTIONS:

- 1) Provide direct supervision, support, and evaluation of 4 full-time Housing Advocates and up to 4 part-time on-call Youth Advocates.
- 2) Schedule staff coverage for the STEP shelter 24 hours/day, 7 days/week.
- 3) Ensure that community agreements and policies related to the housing program and provision of services are followed, with client safety at the forefront.
- 4) Identify residents who have referral, crisis intervention and/or case management needs or behavioral issues and navigate internal or external resources for support.
- 5) Establish, strengthen, and utilize community partners to assist clients with progress toward their individualized goals.
- 6) Conduct intensive case management including collaboration with outside agencies to secure wrap around services for a client caseload of 4-7.
- 7) Provide, as needed, transportation to visit housing, employment, educational, and service opportunities with residents.
- 8) Develop short-term case plans for clients to meet immediate needs; work with each client to develop Individual Success Plans (ISP) to meet medium and long-term goals.
- 9) Maintain precise and accurate documentation of client goals and needs, case management services, including client files and service entries into the program database and the Homeless Management Information System (HMIS) and Office for Victims of Crime Performance Management Tool (OVC PMT) systems.



- 10) Coordinate events including facilitation or co-facilitation of group activities; creation of class and workshop materials, and coordination of services provided by collaborative partners.
- 11) Support activities conducted by collaborative partners, including maintaining appropriate relationships with partner program staff and basic understanding of referral/resource networks for transitional age youth.
- 12) Provide monthly written reports and other administrative data entry as required by the Assistant Director of Programs for Housing Services.
- 13) Actively participate as a member of the program team, including provision of back up for other program staff as needed.
- 14) Commitment to serve the most vulnerable community members: transgender/gender non-conforming people, people of color, people with disabilities, people who are marginally housed or experiencing homelessness, unemployed and underemployed people, and low-income people.
- 15) Exhibits continuous accountability, transparency, compassion, and humility.
- 16) Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- 1) Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to follow all policies and procedures of the organization.
- 2) Experience working with the LGBTQ+ community and familiarity with issues of particular relevance to LGBTQ+ people.
- 3) Excellent interpersonal, verbal, and written communication skills; public speaking and facilitation.
- 4) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, varying degrees of fluency in English, immigration status, and physical abilities in an intersectional environment.
- 5) Must be available for a specific schedule, occasional evenings and weekend hours as needed, or flexible schedule to include regular evening and weekend hours.
- 6) Ability to work independently and as a part of a team.
- 7) Handle a variety of special projects and other related duties, as assigned.

REQUIREMENTS:

- 1) Bachelor's Degree required. Four years of housing experience may be substituted for higher education.
- 2) Proficiency in English is required; Bilingual proficiency in one or more other languages is preferred.
- 3) Proficiency working with computers and Microsoft Office software including Outlook, Word, Excel, PowerPoint, OneDrive, Teams, database systems, and social media tools.
- 4) Access to reliable transportation or reliable automobile transportation with a valid driver's license and proof of insurance is required. This position may on occasion be required to drive rented vehicles.
- 5) Offer of employment may be contingent on satisfactory results of a criminal history background check.
- 6) Employees must be legally permitted to work in the United States.
- 7) The Sacramento LGBT Community Center is a drug free workplace, employees may be subject to a drug test.



This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

TO APPLY:

Email a cover letter AND resume as attachments to jobs@saccenter.org with the position title in the subject line; or submit a cover letter indicating the position you are applying for and application/resume to 1015 20th St, Sacramento, CA 95811. For more information visit saccenter.org/careers. No phone calls please.

ABOUT THE ORGANIZATION:

The Sacramento LGBT Community Center works to create a region where LGBTQ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ+ community.

EQUAL OPPORTUNITY:

The Sacramento LGBT Community Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical disability (including HIV or AIDS), medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.

