



Housing Matters Community Conversations Program Manager

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in Santa Cruz County working to end homelessness – and we want you to be part of our team. Ideal candidates would be individuals eager to make a difference and willing to enthusiastically commit to joining in our vision that homelessness in Santa Cruz County should be rare, brief, and non-recurring.

Distinguishing Characteristics

The Community Conversations Program Manager will be responsible for engaging people with lived experience of homelessness in Housing Matters' mission to resolve homelessness in Santa Cruz County.

The Program Manager of Community Conversations will recruit and support the training of people who have experienced homelessness to share their experience with community stakeholders effectively. The program will work to decrease the stigma surrounding homelessness by giving people with lived experience the opportunity to share their expertise while educating audiences about the experience of living unhoused with the ultimate goal of building community and finding long-term solutions to the crisis of homelessness.

To begin our engagement, the Community Conversations Program Manager will conduct an evaluation survey of all Housing Matters program participants and day services guests. This will be followed by the development of focus groups, the purpose of which will be to collect further feedback on programs. Through one-on-one conversations, the Community Conversations Program Manager will identify individuals to join a cohort of speakers who after coaching in public speaking will join in advocacy and educational opportunities throughout the County. Participation in these events will spread awareness of the solutions to homelessness, provide a greater sense of community connectedness for both the speaker and those that hear their stories, and reduce the stigma associated with the issue of homelessness.

Individuals with lived experience of homelessness are encouraged to apply for this position.

Essential Duties

- Recruit a diverse and inclusive cohort of expert speakers and provide regular opportunities for training and professional development
- Create a community within the expert speaker cohort to build trust and relationships with people with lived experience of homelessness, by holding regular group meetings, checking in one-on-one, and encouraging relationship-building between the speakers
- Conduct regular training, meetings, and workshops to engage the expert speaker cohort and provide them with opportunities for learning and professional development on topics such as public speaking, storytelling, advocacy, self-care, and other skills
- Manage presentation calendar and all aspects of speaking engagements including transportation logistics, speaker availability, payment forms, and any special coordination with the host venue
- Adapt and develop facilitation guides and strategies for each presentation that recognize the context of the speaker's presentation
- Initiate opportunities for speaking engagements and promote the Community Conversation program by reaching out to previous venues and new potential partners
- Maintain relationships with speaking venues and serve as the primary point of contact with speakers and host sites
- Conduct evaluations to continually improve the Community Conversations program, both internally and externally
- Collaborate with the Development team on promotional materials, fundraising and grant opportunities, and publicity related to Community Conversations
- Work closely with the Chief Impact Officer to prepare speaker presentations for key municipalities related to Housing Matters advocacy efforts
- Collaborate on strategic speaking points for presentations specifically regarding areas of inequities faced by those who experience homelessness
- Create audio and video recordings of expert speakers for a web-based archive

Engagement of People with Lived Experience of Homelessness:

- Collaborate with the Programs and Development team to develop and implement opportunities to gather input from people with lived experience of homelessness on Housing Matters programs and projects at all phases of development, through listening sessions, surveys, focus groups, advisory boards, or other engagement methods. Collate data collected and report findings
- Recruit a diverse and inclusive cohort of people with lived experience to participate in Housing Matters' educational and advocacy activities
- Ensure Housing Matters is adhering to and creating best practices for including people with lived experience in our advocacy and program design
- Provide members of the expert speakers cohort - and other people with lived experience who are involved in Housing Matters - opportunities for leadership development

Other Activities:

- Collaborate with the Programs and Development Teams on reports, interviews, and data analysis when needed
- Process compensation for people with lived experience who participate in Housing Matters' educational, advocacy, and programmatic work, and ensure that compensation is aligned with our racial and ethnic equity principles as well as industry best practices

Experience and Attributes

- Lived experience of homelessness and/or significant experience working with individuals who have experienced homelessness
- Experience with issues related to racial/ethnic disparity and working with diverse populations
- Understanding of issues related to homelessness on a state and local level
- Understanding of trauma-informed care and self-awareness around self-care
- Strong public speaking skills and experience facilitating meetings
- Excellent attention to detail; ability to follow through and meet deadlines
- Excellent organizational, written, and verbal communication skills
- Proficiency in Microsoft Office, Google Drive, and audio/video technology
- Bilingual in Spanish and English is a plus

Qualifications: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain this knowledge would be:

- Bachelor's degree in communications or related field
- 1-3 years of experience in communications required; non-profit experience preferred

Special Requirements

- Possession of a valid California Class C Driver's License

Hours and Pay

\$64,480 - \$67,704 Annually

Salary placement is determined by documented education, training and experience relevant to the role. This is a full time, benefited, exempt position. Occasional evenings and weekends required. Health Insurance begin after 30-day introductory period. Housing Matters is an equal opportunity employer.

