



ORANGE COUNTY UNITED WAY JOB DESCRIPTION

Job Title: Lived Experience Partnership Manager	Reporting To: Senior Director, Community Strategies
Department: United to End Homelessness	Position: Full-time/EXEMPT Workplace: Irvine Office / Hybrid

Purpose of Position

The **Lived Experience Partnerships Manager** plays a pivotal role in supporting and empowering individuals with lived experience of homelessness or housing instability who serve on the Orange County Continuum of Care (CoC) decision-making bodies, namely the **Lived Experience Advisory Committee (LEAC)** and the **Youth Action Board (YAB)**. This position is responsible for coordinating financial compensation, providing engagement and facilitation support, and cultivating inclusive, healing-centered spaces for participation and leadership.

This role also supports the recruitment, onboarding, and development of transitional-aged youth for the Youth Action Board - comprised of youth with lived experience of homelessness, housing instability, or systems involvement. They will focus on development and engagement of YAB members as well as offering facilitation support for the ongoing work of the YAB. With a focus on equity, systems change, and trauma-informed practices, the Manager ensures that people with lived experience have a real seat at the table and are meaningfully engaged in shaping homelessness solutions.

An ideal candidate will be a compassionate facilitator, culturally responsive relationship-builder, and organized project coordinator who thrives in a collaborative environment.

This is a grant-funded position.

Key Accountabilities

Program Operations & Administration

- Coordinate stipends, track participation, and ensure timely compensation for LEAC/YAB members
- Maintain accurate attendance records and fund distribution reports
- Provide training and guidance to LEAC/YAB participants on financial processes
- Draft and manage documentation such as meeting notes, internal reports, & grant deliverables
- Facilitate communication and logistics support including reminders, materials, translation services, and accessibility accommodations
- Coordinate language translation support as needed by participants for all services including preparation for County and/or CoC related meetings
- Refer members to appropriate services (e.g., 2-1-1 Helpline) as needed

Strategic Engagement & Continuous Improvement

- Assess engagement strategies and recommend enhancements



- Stay informed on best practices in equity, community engagement, and systems reform
- Champion the use of trauma-informed and healing-centered engagement models

Leadership Development

- Support LEAC and YAB members to effectively engage in CoC decision-making
- Build trusted relationships using culturally responsive and trauma-informed approaches
- Foster an inclusive, empowering, and strengths-based environment

Youth Engagement

- Recruit, onboard, and retain a diverse group of youth with lived experience
- Provide mentorship and support for personal and leadership development
- Coordinate or deliver training in areas like public speaking and systems navigation

Meeting Planning & Facilitation

- Partner with youth and CoC staff to co-develop YAB meeting agendas, activities, and content
- Ensure meetings are accessible, inclusive, and youth-led
- Manage logistical needs such as transportation, food, technology, stipends, and materials

Required Qualifications

- Bachelor's degree in social work, education, youth development, public administration, or related field, *or equivalent professional/lived experience*
- Minimum 2 years of experience in youth engagement, community organizing, or advocacy
- Experience working with system-involved youth (e.g., foster care, juvenile justice, homelessness)
- Strong communication skills across written, oral, and digital platforms
- Highly organized with strong project coordination and administrative capabilities
- Committed to equity, trauma-informed care, and client-centered practices
- Ability to work flexible hours, including occasional evenings and weekends
- Valid driver's license and ability to pass a background check

Preferred Qualifications

- Experience facilitating youth-led projects or advisory groups
- Personal lived experience with systems involvement
- Knowledge of Orange County's youth-serving systems
- Knowledge of Orange County's homelessness systems
- Bilingual (Spanish or Vietnamese preferred)
- High emotional intelligence and the ability to navigate complex dynamics
- Strong problem-solving skills and systems-thinking mindset
- Passion for the mission of Orange County United Way and United to End Homelessness

Technical Knowledge

- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint), Zoom, and Teams
- Experience with project management tools and CRM systems (e.g., Salesforce) is a plus
- Familiarity with Continuum of Care (CoC) structures and processes is helpful



- Demonstrated ability to engage volunteers or external stakeholders from diverse backgrounds

Core Competencies

- **Problem Solving & Decision Making:** Able to work independently and calmly navigate complex or sensitive situations
- **Communication & Influence:** Strong facilitation and interpersonal skills with the ability to work across diverse groups and perspectives, and to communicate clearly verbally and in writing. Understanding of, and commitment to, strengths-based services and trauma informed care.
- **Teamwork & Collaboration:** Exemplary interpersonal skills, able to build relationships across departments and community partners
- **Professional Excellence:** Highly self-motivated, detail-oriented, and committed to quality outcomes

Compensation

Commensurate with experience, education, and market, \$68,640-\$85,000

Competitive benefits.

Physical Demands

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. The employee is required to actively listen and communicate clearly. The employee is required to stand and publicly speak. The employee is required to walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, and to stoop, kneel, crouch or crawl. The employee may be required to travel to attend conferences/trainings and should be comfortable navigating airports and public transportation. Vision abilities required by this job include close and far. Reliable transportation and a clean driving record are required as the employee will need to travel throughout Orange County. Ability to operate a computer keyboard and mouse, and lift files and reports is required. Employee must be able to lift and carry 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way

18012 Mitchell South, Irvine, CA 92614

www.unitedwayoc.org