

United Housing Connections

Job Description

Job Title: Coordinated Entry Specialist

Department:

Reports To: Director of Resident Support

FLSA Status: Non-exempt (eligible for overtime)

Prepared By: Natalie Worley, VP of Programs/COO

Prepared Date: January 2018

Approved By:

Approved Date:

SUMMARY

Coordinates all services pertaining to intake and referral needs. Ensures accurate HMIS, VI-SPDAT, referral compliance and retention and diversion tracking. Actively supports all aspects of CES planning and execution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides current information, by phone and in person, regarding services available to clients, agencies and community.
- Assists clients in completion of appropriate assessments for housing, preferably in person.
- Provides initial counseling support for individuals in crisis – refers to other agencies as appropriate, including accessing benefit entitlements and health care needs and diverting to outside resources to prevent entries into homelessness.
- Provides for monthly contact with all individuals who have been assessed for housing.
- Ensure that all charts/case records, HMIS and other client data are maintained properly and according to compliance standards. Ensures that all documentation is current, complete and maintained as required.
- Coordinates with Data Analyst/HMIS System Admin to ensure client records are accurate for CES prioritization.
- Maintains current and accurate vacancy lists.
- Maintains all HMIS and tracking data.
- Reviews detailed monthly dashboard reports and revises records as appropriate to achieve maximum data quality.
- Implements processes to improve overall system performance measures to decrease length of homeless episodes and increase housing stability.
- Attends internal meetings, agency-wide all-staff meetings, and external meetings, including local Continuum of Care meetings.
- Cultivates community resources and relationships on an ongoing basis.
- Assists in the planning and implementation of the annual Point-in-Time Count.
- Exemplifies UHC's organizational values in all interactions with clients, colleagues, and the community.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES (as applicable)

None.

QUALIFICATIONS, EDUCATION and/or EXPERIENCE

- College degree required; degree in social services field preferred.
- Minimum Work Experience: At least two years of experience in nonprofit, social services or housing field.
- Experience with word processing, spread sheets, data base preferred.
- Excellent interpersonal, verbal, and writing skills required.
- Valid SC Driver's License and good driving record required.
- Transportation to and from primary place of work required.

LANGUAGE SKILLS- Proficient English, Spanish as a second language a plus.

REASONING ABILITY –Good critical and analytical reasoning skills required.

CERTIFICATES, LICENSES, REGISTRATIONS -None

PHYSICAL DEMANDS

Sitting, travel to and from relevant home, office and agency sites. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics include street locations, offices, shelters, hospitals and other agencies located throughout several different counties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.