



**Job Description | Updated: October 21, 2020**

<b>Job Title:</b>	Referral System Coordinator	<b>Job Category:</b>	System Coordination
<b>Department/Group:</b>	System Coordination	<b>Job Code/ Req#:</b>	N/A
<b>Location:</b>	San Antonio, Texas	<b>Travel Required:</b>	Travel Required
<b>Salary:</b>	\$40,000 - \$45,000	<b>Position Type:</b>	Full-Time, Non-Exempt
<b>HR Contact:</b>	Eboni Jett	<b>Date Posted:</b>	10/22/20
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	10/30/20
<b>External Posting URL:</b>	<a href="http://www.sarahhomeless.org">www.sarahhomeless.org</a>		
<b>Internal Posting URL:</b>	<a href="http://www.sarahhomeless.org">www.sarahhomeless.org</a>		
<b>Applications Accepted By:</b>			
<b>EMAIL:</b> <a href="mailto:Ebonijett@sarahhomeless.org">Ebonijett@sarahhomeless.org</a> Resume and Cover Letter Required		<b>MAIL:</b> Attn: Eboni Jett 4100 E. Piedras Dr. Suite 105 San Antonio, TX 78228	
<b>Job Description</b>			
<b>ROLE AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>Oversees the Day-to-Day Management of Coordinated Entry referrals to homeless service providers through the Homeless Management Information System (HMIS) or other defined processes which connects people experiencing or at-risk of homelessness to permanent housing solutions and services.</li> <li>Coordinates referral process for clients fleeing Domestic Violence.</li> <li>Facilitates Case Conferencing Meetings for referral coordination between shelters and housing providers.</li> <li>Ongoing analyzing waitlist, referrals, and project outcomes to determine system performance and system gaps.</li> <li>Manage and maintain Housing Waitlist for those experiencing homelessness and monitor data quality.</li> <li>Tracks accepted referrals, refused referrals, unit openings, and other relevant operational data to ensure system efficiency and effectiveness.</li> <li>Support projects, pilots, and other community initiatives, as necessary.</li> <li>Troubleshoots Coordinated Entry System or Referral issues to resolve them and recommends process improvements.</li> <li>Provides recommendations for community prioritization based on gaps identified during ongoing performance outcome monitoring.</li> <li>Provide initial and ongoing support and technical assistance to community housing partners regarding Coordinated Entry Referral policy, procedures, and practical application.</li> <li>Participate in the development and implementation of Coordinated Entry Policies and Procedures.</li> <li>Provide community and Coordinated Entry trainings to partner agencies and Skilled Assessors.</li> <li>Maintain current knowledge HUD housing project types, expectations, policies, and procedures.</li> <li>Monitors fair housing practices through Coordinated Entry implementation.</li> <li>Work with other system coordinators to support coordination between systems.</li> </ul>			

- Support for all elements of Coordinated Entry, as directed by supervisor.

## **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

### **Education**

Bachelor's degree in social work, public administration, or closely related field preferred.

### **Experience**

Two (2) years of experience in a nonprofit or government setting addressing housing or other social services. Experience working with the homeless or low-income population preferred.

### **Knowledge, Skills, and Abilities**

#### Policy & System Knowledge

- Knowledge and understanding of policy, systems and local programs that impact homeless persons and related public funding sources, regulations, requirements, and procedures (Preferred).
- Knowledge of documentation practices and reporting procedures for programs.
- Knowledge of Housing First, Trauma-Informed Care, Fair Housing, Department of Housing & Urban Development Programs.

#### Critical Thinking

- Capacity to put theory into practice and support implementation at the program level.
- Ability to quickly grasp concepts and apply them to solve complex social problems.
- Ability to articulate and strategically pursue new ideas to improve homeless systems.
- Ability to think critically and strategically.
- Ability to set work priorities and to evaluate and create solutions to work-related problems. Decisions should be systemic and not individually based.

#### Relationship Development

- Ability to establish excellent relationships and work cooperatively with individuals, groups and organizations diverse in mission, composition, function, capacity and geographic location.
- Ability to effectively facilitate productive discussion among diverse stakeholder groups.

#### Other Skills

- Strong written, verbal, and presentation communication skills. Ability to communicate clearly.
- Strong time management skills and the ability to multi-task and prioritize in a fast-paced environment, while exercising sound judgment.
- Demonstrate a sense of urgency, responsiveness, and attention to detail.
- Proficient in Microsoft Outlook, Word, Excel, and other computer systems.

**Computer**

Proficiency with standard Microsoft Office Suite and system databases.

**Vehicle/Licenses**

Must have daily use of a vehicle without prior notice. Must maintain current registration and current automobile liability insurance that follows Texas Law. Mileage reimbursement provided.

**Attendance:** Must maintain regular and acceptable attendance at such a level as is determined in the employer’s sole discretion.

**Physical Requirements:** Physical requirements include occasional lifting/carrying of 40 pounds, assisting clients in transferring in and out of vehicles, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

*THE EXECUTIVE DIRECTOR MUST approve EXCEPTIONS TO THESE CRITERIA.*

**PREFERRED SKILLS**

**Dependability:** Manage multiple tasks and prioritize time effectively to ensure objectives are met. Provide consistent processes and solutions.

**Communication:** Ability to communicate clearly and effectively via oral or written means. Ability to present a positive and professional demeanor to clients, service providers, staff, and the public. Ability to connect with individuals experiencing homelessness living in challenging circumstances.

**Composure:** Ability to remain calm and maintain self-control amid arduous circumstances. Ability to respond professionally in all situations.

**ADDITIONAL NOTES**

- **Reports to:** Assistant Director of System Coordination
- **Disclaimer:** Nothing in the job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time, for any reason.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Eboni Jett, Assistant Director of System Coordination	Date:	10.21.2020

**About South Alamo Regional Alliance for the Homeless (SARAH):**

SARAH is a nonprofit that serves as the HUD Continuum of Care (CoC) Lead Agency that encompasses the San Antonio/Bexar County geographic region. The purpose of SARAH is to create integrated, community-wide strategies to prevent and end homelessness; provide coordination among the numerous regional organizations and initiatives that serve the homeless population, and create the region’s single, comprehensive grant application to HUD for McKinney-Vento funding. SARAH’s goal is for homelessness to be a rare, brief, and nonrecurring event in San Antonio/Bexar County.

**Description of Coordinated Entry:**

Coordinated Entry is an important process, run by the Continuum of Care, through which people experiencing or at-risk of homelessness can access the crisis response system, have their strengths, needs, and barriers to housing assessed using a standardized assessment tool, and quickly connect people to appropriate housing or mainstream services. Coordinated Entry provides households the ability to access the best options to address their needs,

incorporating participants' choice, rather than being evaluated for a single program within the system. The most intensive interventions are prioritized for those with the highest needs.