



Alliance to House Everyone

Job Description | FINAL 11/6 CV

Job Title:	Outreach and Access Coordinator	Job Category:	System Coordination
Department/Group:	System Coordination	Travel Required:	Occasional
Location:	San Antonio, Texas	Position Type:	Full-Time, Non-Exempt
Salary:	\$40,000 - \$45,000	Date Posted:	11/6/2020
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	11/20/2020
External Posting URL:	https://www.sarahomeless.org/about-us/#employment-and-internships		

Applications Accepted By:

EMAIL:

Ebonijett@sarahomeless.org
Resume and Cover Letter Required

MAIL:

Attn: Eboni Jett
4100 E. Piedras Dr. Suite 105
San Antonio, TX 78228

ROLES AND RESPONSIBILITIES

- Oversees coordination of Outreach and Access services for those experiencing homelessness in San Antonio/Bexar County to ensure the homeless response system is effectively, efficiently, and ethically assisting clients in meeting housing-related needs.
- Onboard New Coordinated Entry System Partners to assist them with their smooth integration into the Coordinated Entry system.
- Provide initial and ongoing support and technical assistance to Access Points regarding Coordinated Entry policy, procedures, and practical application.
- Support system projects, pilots, and other community initiatives, as necessary.
- Works to ensure that there are sufficient points for clients to access the Coordinated Entry System.
- Coordinate new and existing community resources to systematically address system gaps.
- Facilitate outreach networking and support meetings to provide support, information, and opportunities to outreach teams and case managers to support their efforts in utilizing the Coordinated Entry system to assist clients with successfully obtaining permanent housing.
- Oversee coordination and implementation of SSI/SSDI Outreach Access Recovery (SOAR), including developing processes and procedures, establishing relationships and partnerships with new agencies, coordinate with the Social Security Administration and other government entities, research, and develop a training protocol, and develop and analyze performance measures.
- Provide recommendations for community prioritization based on gaps identified during ongoing outreach performance outcome monitoring.
- Participate in the development and implementation of Coordinated Entry Policies and Procedures.
- Develop and provide community and Coordinated Entry trainings to partner agencies and Skilled Assessors.
- Maintain current knowledge of HUD housing project types, expectations, policies, and procedures.
- Monitors fair housing practices through Coordinated Entry implementation.

- Work with other system coordinators to support coordination between systems.
- Support for all elements of Coordinated Entry, as directed by supervisor.
- Provides support to community workgroups and committees in the planning, development, and implementation of community Coordinated Entry policies and procedures.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

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

Experience: Two (2) years of experience in human services, system coordination, planning and implementation, homeless outreach, local government, case management, and/or housing programs. Will substitute education for experience.

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.

Vehicle/Licenses: Must maintain a valid driver's license and clear driving record. Must have daily use of a vehicle without prior notice. Must maintain current registration and current automobile liability insurance that is in compliance with 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: Must be able to lift up to 12 lbs. and support up to 50 lbs.; adequate mobility that requires frequent walking, standing, bending, stooping, kneeling, reaching (vertical and horizontal), using fingers, hands, feet, legs and torso in various care. Working conditions are primarily inside an office environment. Some field work for Annual Point in Time count will be required.

EXCEPTIONS TO THESE CRITERIA MUST BE APPROVED BY THE EXECUTIVE DIRECTOR.

PREFERRED SKILLS

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.

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.

Relationship Management: Develop and maintain harmonious relationships with key stakeholders to ensure positive and productive program outcomes for clients and partner agencies.

Communication: Strong written, verbal, and presentation communication skills. Ability to communicate clearly and effectively via oral or written means. Present a friendly and positive demeanor to service providers, staff, and the public; Prepare and present to external audiences.

Time Management: Strong time management skills and the ability to multi-task and prioritize in a fast paced environment, while exercising sound judgment.

Computer: Proficiency with standard Microsoft Office Suite and data input, reporting, and continuous quality improvement within the Homeless Management Information System (HMIS) preferred

Attention to Detail: Demonstrate a sense of urgency, responsiveness, and attention to detail.
Innovation: Competency in problem-solving, critical and strategic thinking to develop creative solutions to complex problems. Ability and desire to investigate issues.
Decision-Making: Ability to set work priorities and to evaluate and create solutions to work-related problems. Decisions should be systemic and not individually based.
Planning/Organizing: Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
Dependability: Demonstrate initiative in setting priorities, regularly completing work on schedule, and fulfilling commitments.
Composure: Ability to respond professionally in all situations.

ADDITIONAL NOTES

- **Reports to:** Director of Systems
- **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.

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 everyone to have a place to call home in San Antonio/Bexar County.

South Alamo Regional Alliance for the Homeless (SARAH) is an equal opportunity employer and affords equal opportunity to all applicants for all positions without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

By signing below, you acknowledge that you have read the job positing and you understand, are able and willing to perform the functions and duties of that position.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____