



Job Description | Updated: November 21, 2018

Job Title:	Coordinated Entry & Navigation Manager	Job Category:	Continuum of Care
Department/Group:	Coordinated Entry	Job Code/ Req#:	N/A
Location:	San Antonio, Texas	Travel Required:	Travel Required
Salary:	\$45,000 - \$58,000	Position Type:	Full-Time, Exempt
HR Contact:	Penny Burgess	Date Posted:	Wed. November 21 st , 2018
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	Fri. December 7 th , 2018
External Posting URL:	www.sarahomeless.org/employment-opportunities/		
Internal Posting URL:	www.sarahomeless.org/employment-opportunities/		
Applications Accepted By:			
EMAIL: KatieVela@SARAHomeless.org Subject Line: Coordinated Entry & Navigation Manager Resume + Cover Letter Required Describing Passion & Experience for the Position.		MAIL: Attn: Katie Vela 4100 E. Piedras Dr. Suite 105 San Antonio, TX 78228	
Job Description			
ROLE AND RESPONSIBILITIES <ul style="list-style-type: none"> Oversee the day-to-day management of Coordinated Entry and Navigation Program including the standardized screening and assessment process, developing and delivering training, referral process, and regular monitoring of program operations and outcomes for clients and partner agencies. Recruit, hire, supervise, and evaluate program staff including: Housing Navigators working directly with clients assigned to homeless service providers through Coordinated Entry to ensure clients can secure an ID, personal documents, DD214, and other records as needed to access services, benefits, housing, and employment and a Coordinated Entry Referral Coordinator responsible for day-to-day management of client referrals to partner agencies, special case conferencing, and maintaining an accurate "By-Name List" of people experiencing homelessness. Communicate regularly and effectively with emergency, temporary, and permanent housing providers to address concerns, implement solutions to operational problems, and engage in community outreach and education. Assist with the development of security and safety protocols for staff working in direct service/field work. Serve as the SOAR Coordinator for the San Antonio/Bexar County Continuum of Care and continuously work to incorporate income growth as part of the Coordinated Entry process. Work to incorporate hospitals, criminal justice systems, employment, and foster care systems in Coordinated Entry process. Attend SARAH's Community Work Groups to provide staff support and coordination with Coordinated Entry & Navigation Program. Conduct street/encampment outreach as needed to support Housing Navigators or special community outreach initiatives as assigned by direct supervisor. 			

- Coordinate with Continuum of Care Planning Manager and other staff regularly to ensure all HUD requirements for the Coordinated Entry Program are met and local policies are implemented fully.
- Coordinate with the Data & Evaluation Analyst and other staff regularly to ensure local System Performance Measures are constantly improving and areas needing improvement are incorporated in Coordinated Entry Processes where applicable.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Education: Bachelor’s degree in human services or relevant field required. Master’s degree preferred.

Experience: Three (3) years of experience in a nonprofit or government setting addressing housing or other social services. Experience working with the homeless population with outreach efforts targeting the most vulnerable, unsheltered population preferred. Supervisory experience preferred.

Knowledge: Motivational Interviewing, Harm Reduction, Housing First, Trauma-Informed Care, Crisis De-escalation Skills, Department of Housing & Urban Development Programs.

Computer: Proficiency with standard Microsoft Office Suite and system databases.

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. Must be available and willing to transport clients to various locations and with such frequency as the business need dictates. 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 meet the physical requirements to complete HMIS and CPR training including lifting up to 12 lbs and supporting up to 55 lbs; bending, stooping and getting on and off the floor without assistance. Must have adequate mobility that requires frequent walking, standing, bending, stooping, kneeling, reaching (vertical and horizontal), using fingers, hands, feet, legs, and torso in various care. The employee must be able to regularly lift and/or move up to 40 lbs and occasionally must lift and/or move up to 50 lbs. The employee must occasionally transfer a consumer. Working conditions are primarily inside an office environment with some field work required.

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

PREFERRED SKILLS

Supervisory: Create a culture of individual motivation, foster diversity and inclusiveness, support staff development, provide employees with performance standards and expectations.

Dependability: Demonstrate initiative in setting priorities, regularly completing work on schedule, and fulfilling commitments.

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

Innovation: Explore and suggest new approaches and methods to improve Coordinated Entry and Navigation Program at SARAH.

Communication: Ability to communicate clearly and effectively via oral or written means. Ability to present a friendly and positive demeanor to clients served, service providers, staff, and the general public. Ability to prepare and present on Coordinated Entry and Navigation Program to external audiences.

Composure: Ability to remain calm and maintain self-control amid difficult circumstances and emergencies. Ability to respond in a professional manner in all situations, including unsheltered conditions. Ability to coach staff on professionalism in complex circumstances with clients and partners.

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.

ADDITIONAL NOTES

- **Reports to:** Continuum of Care Director

- **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:	Katie Vela, Continuum of Care Director	Date:	11/19/2018
Approved By:	Brenda Mascorro, Executive Director	Date:	11/20/2018
Last Updated By:	Katie Vela, Continuum of Care Director	Date:	11/21/2018

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 in a streamlined way, 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 the ability for households to gain access to 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.