



## Job Description | Updated: February 27, 2019

<b>Job Title:</b>	Coordinated Entry Navigation Specialist	<b>Job Category:</b>	Coordinated Entry
<b>Department/Group:</b>	Coordinated Entry	<b>Job Code/ Req#:</b>	N/A
<b>Location:</b>	San Antonio, Texas	<b>Travel Required:</b>	Travel Required
<b>Salary:</b>	\$28,000 - \$38,000	<b>Position Type:</b>	Full-Time, Non-Exempt
<b>HR Contact:</b>	Penny Burgess	<b>Date Posted:</b>	2/28/2019
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	3/14/2019
<b>External Posting URL:</b>	<a href="http://www.sarahomeless.org">www.sarahomeless.org</a>		
<b>Internal Posting URL:</b>	<a href="http://www.sarahomeless.org">www.sarahomeless.org</a>		
<b>Applications Accepted By:</b>			
<b>EMAIL:</b> <a href="mailto:CliffordCantu@SARAHomeless.org">CliffordCantu@SARAHomeless.org</a> Resume and Cover Letter Required		<b>MAIL:</b> Attn: Cliff Cantu 4100 E. Piedras Dr. Suite 105 San Antonio, TX 78228	
<b>Job Description</b>			
<p><b>ROLE AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Provides housing navigation services (ex. Transportation, ID recovery) to households enrolled in the Coordinated Entry system.</li> <li>• Employs structured techniques (ex. Motivational Interviewing) to facilitate clients' transition from homelessness to housing.</li> <li>• Documents services in the local Homeless Management Information System.</li> <li>• Administers Coordinated Entry Assessments to unsheltered households in the field and at remote sites.</li> <li>• Supports Case Conferencing Meetings for referral coordination between shelters and housing providers.</li> <li>• Supports coordinated street outreach with community partners as needed.</li> <li>• Provides support to community workgroups as needed.</li> <li>• Other duties as assigned.</li> </ul> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <p><b>Education:</b> High School diploma or equivalent. Associate or Baccalaureate degree in a human services field preferred.</p> <p><b>Experience:</b> Two (2) years of experience in providing direct services to individuals experiencing homelessness. Street outreach experience preferred.</p> <p><b>Knowledge:</b> Trauma-Informed Care, Motivational Interviewing, De-escalation techniques, Mental Health First Aid, San Antonio/Bexar County resources.</p> <p><b>Computer:</b> Proficiency with standard Microsoft Office Suite and data entry.</p> <p><b>Phone:</b> Must maintain mobile phone with cell service for communication and safety purposes.</p>			

**Vehicle/Licenses:** Must have daily use of a vehicle without prior notice. Must maintain current registration and current automobile liability insurance, in compliance with Texas Law, that allows the use of personal vehicle for work purposes. Mileage reimbursement provided.

**Attendance:** Must maintain regular and acceptable attendance at such a level as is determined at 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 and maneuvering in public spaces; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic 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.

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

**PREFERRED SKILLS**

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

**Relationship Management:** Develop and maintain harmonious relationships with key stakeholders to ensure positive and productive program outcomes for clients and partner agencies. Fulfill commitments and follow-up frequently with all community partners.

**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 general public. Ability to connect with individuals experiencing homelessness living in challenging circumstances.

**Composure:** Ability to remain calm and maintain self-control amid difficult circumstances. Ability to respond in a professional manner in all situations.

**ADDITIONAL NOTES**

- **Reports to:** Coordinated Entry 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:	Brenda Mascorro, Executive Director	Date:	2/27/2019
Approved By:	Brenda Mascorro, Executive Director	Date:	2/27/2019
Last Updated By:	Katie Vela, CoC Director	Date:	2/27/2019

**About this position:**

The Coordinated Entry Outreach and Navigation Specialist will primarily deliver services to households experiencing homelessness in unsheltered and emergency shelter settings. This position will involve working with clients experiencing challenging and difficult circumstances. The ability to connect with those you will serve is essential to this work. You will have the opportunity to develop many rewarding relationships and help numerous clients find their way home.

**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.

**About 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.