



## Job Description | Updated: February 27, 2019

<b>Job Title:</b>	Coordinated Entry Referral 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>	\$32,000 - \$42,000	<b>Position Type:</b>	Full-Time, Non-Exempt
<b>HR Contact:</b>	Penny Burgess	<b>Date Posted:</b>	February 28, 2019
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	March 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>			
<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.</li> <li>Meets regularly with Housing Navigator Team to ensure alignment between Coordinated Entry Waitlist and current caseloads for Housing Navigation services.</li> <li>Tracks accepted referrals, refused referrals, unit openings, and other relevant operational data to ensure system efficiency and effectiveness.</li> <li>Troubleshoots Coordinated Entry System or Referral issues to resolve them and recommends process improvements to Coordinated Entry Director for implementation.</li> <li>Facilitates Case Conferencing Meetings for referral coordination between shelters and housing providers.</li> <li>Follows-up on tasks assigned at case conferencing.</li> <li>Trains and fills in for Coordinated Entry Assessors as needed.</li> <li>Coordinates referral process for clients fleeing Domestic Violence.</li> <li>Manage and maintain By-Name List of those experiencing homelessness and report on data quality issues to supervisor.</li> <li>Recommend areas for process improvement or updated policies.</li> <li>Monitors fair housing practices through Coordinated Entry implementation.</li> </ul>			
<b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b>			
<b>Education:</b> Bachelor's degree in social work, public administration, or closely related field preferred.			
<b>Experience:</b> 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:** Housing First, Trauma-Informed Care, Fair Housing, Department of Housing & Urban Development Programs

**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 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:** Physical requirements include occasional lifting/carrying of 5 pounds; 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. Provide consistent process and solutions.

**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 assessors, navigators, and receiving agencies.

**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.

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

**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:** 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, Continuum of Care Director	Date:	2/27/2019

#### **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.