



Alliance to House Everyone

## Job Description | March 22, 2021

<b>Job Title:</b>	Systems Partner Coordinator	<b>Job Category:</b>	System Coordination
<b>Department/Group:</b>	System Coordination	<b>Travel Required:</b>	Travel Required
<b>Location:</b>	San Antonio, Texas	<b>Position Type:</b>	Full-Time, Non-Exempt
<b>Supervisor:</b>	Eboni Jett, MA, Director of Systems	<b>Date Posted:</b>	03.19.2021
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	Once filled
<b>Compensation:</b>	\$40,000 annually		
<b>Job Posting URL (Internal &amp; External):</b>	<a href="https://www.sarahomeless.org/about-us/#employment-and-internships">https://www.sarahomeless.org/about-us/#employment-and-internships</a>		

### Applications Accepted By:

#### EMAIL:

[Contactsarah@sarahomeless.org](mailto:Contactsarah@sarahomeless.org)  
Resume and Cover Letter Required

#### MAIL:

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

### ROLE AND RESPONSIBILITIES

- Produce professional-quality work within tight deadlines and evolving priorities.
- Through training and mentoring, become subject expert in coordinated entry.
- Provide subject matter knowledge to community partners during community meetings and events.
- Prepare and Facilitate community coordination of homelessness services meetings.
- Assists with onboarding new community and systems partners.
- Support new partners with regular meetings to reinforce understanding of coordinated entry policies and procedures.
- Identify training needs by evaluating strengths and weaknesses of existing training materials.
- Coordinates with systems team and community partner managers and supervisors in taking proactive measures to support new and developing assessors.
- Liaise with community partners and managers to determine training needs and schedule trainings.
- Organize and design training events.
- Facilitate and support learning through a variety of delivery methods, including classroom instruction, virtual training, on-the-job coaching.
- Partner with other subject matter experts to obtain information, validate content, and evaluate the effectiveness of course delivery.
- Maintain and create training catalog.
- Work collaboratively to analyze data quality reports to identify training needs.
- Facilitate regular coordinated entry training events, including supporting direct supervisors and managers with on-the-job training of new employees.
- Update existing training materials to reflect current community practices, priorities, processes, and procedures.

- Manages training event registration and participant process and records.
- Use known education principles and stay up to date on new training methods and techniques.
- Design and apply assessment tools to measure training effectiveness.
- Track and report on training outcomes
- Other duties as assigned.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

**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.

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

Computer

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

**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

personal vehicle use for work purposes. Mileage reimbursement provided.

**Attendance:** Must maintain regular and acceptable attendance at such a level as is determined in the employer's sole discretion and maximize WFH standards during COVID

**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**

**Communication:** 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.

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

**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**

- 1. Reports to:** Director of Systems
- 2. 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:	Eboni Jett	Date:	03.19.2021
Approved By:		Date:	
Last Updated By:	Billy Mahone	Date:	03.22.2021

**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.