

**Crisis Center for South Suburbia  
Position Description**

<b>Job Title:</b>	Coordinated Entry Specialist
<b>Program:</b>	Housing Services
<b>Reports to:</b>	Director of Community Services
<b>Schedule:</b>	Mostly Daytime, occasional evening required
<b>Classification:</b>	Full-time, Exempt
<b>Grade:</b>	4
<b>Holiday Schedule:</b>	General
<b>WFH Status:</b>	PE

**SUMMARY:**

The Coordinated Entry Specialist is responsible for the coordination of the Coordinated Entry (CE) programs and for assessing clients for our Rapid Re-Housing and Emergency Services programs. In addition, the Coordinated Entry Specialist provides case management services to a caseload of clients in our Rapid Re-Housing program by utilizing a strengths-based, trauma-informed approach that is in line with Housing First and Harm Reduction principles. The principal duties are performed both in the office and in the field.

**JOB SPECIFIC DUTIES AND RESPONSIBILITIES:**

**Rapid Re-housing**

1. Provide case management services to a caseload of RRH clients.
2. Conduct housing and needs assessments to connect individuals and families impacted by domestic violence to appropriate housing as quickly as possible.
3. Educate shelter residents on the RRH program and entry guidelines.
4. Assist clients to develop client-driven goals, and housing, financial and self-sufficiency plans that are solution-focused and based on clients' strengths.
5. Provide direct, client-driven case management services to help clients resolve or mitigate barriers to securing and maintaining permanent housing.
6. Work with the Housing Resource Specialist to identify appropriate housing for program participants as quickly as possible.
7. Assist with the facilitation of educational workshops for clients on skills needed to acquire and maintain an apartment.
8. Develop a network of community resources to help participants build a support system in order to achieve and maintain self-sufficiency.
9. Refer and link clients to community resources, including but not limited to public benefits, healthcare, food supports, legal assistance, credit counseling, and subsidized childcare, in order to support housing stability and retention.
10. Work with clients to identify pathways for increasing earned income after housing placement, including participation in employment support programs.
11. Conduct client home visits or other field visits, as often as is needed by the client to achieve their goals, but at a minimum of once per month, in order to monitor progress of clients' goals and resolve any issues that may lead to tenancy programs, such as disputes with landlords.
12. Engage in timely and accurate data entry into the data management system.
13. Attend Housing Meetings, supervision with the Director of Community Services and other meetings and trainings as requested by supervisor or AED.

14. Successfully complete SOAR training within 3 months of hire.
15. Successfully complete all required Coordinated Entry trainings of the continuum within 3 months of hire.
16. Serve as back up to the Housing Resource Specialist to assist with the recruitment of landlords, developers, real estate agents and brokers, and other community social service and housing providers, in order to identify appropriate apartments for individuals and families experiencing domestic violence.
17. Educate landlords and other partners about RRH and its benefits, and address potential barriers to landlord participation such as concern about tenant qualifications.
18. Serve as back up to the Housing Resource Specialist to assist client with housing applications, and ensure the timely completion of housing packages and tracking of package submissions, as needed.
19. Serve as back up to the Housing Resource Specialist to assist clients with rent and lease negotiations, and with basic needs at move-in, such as transportation and essential home supplies.
20. Serve as back up to the Housing Resource Specialist to conduct HUD apartment inspections to assess whether apartments are safe, sanitary and meet standards.
21. Special projects and other duties as assigned.

### **Coordinated Entry**

21. Perform all required assessments of the Coordinated Entry (CE) process of the Continuum of Care to allow clients to apply for Housing Assistance, including all internal RRH clients.
22. Following the DV guidelines, enter required applicant information into the Entry Point Progress Tracker into the HMIS database to ensure that applicant is placed on the Coordinated Entry list with the Continuum.
24. Provide outreach to non-DV providers within the Continuum to do Coordinated Entry Housing assessments with victims of domestic violence who are interested in applying.
25. If needed, assist with training and/or instruction on the CE process.
26. Co-facilitate educational workshops for participants on skills needed to acquire and maintain an apartment.
27. Keep case files and a spreadsheet for every Outreach CE client assisted.
27. Engage in timely and accurate data entry into the data management system.

### **Emergency Services**

1. Assess and assist victims of domestic violence with housing and other needs which may be resolved through resources other than Emergency Shelter, or through our Emergency Services **IF** this will help keep them stably housed.
2. Complete all necessary client and fiscal documentation related to providing ES.
3. Keep files of ES clients seen in the field and of referrals received through the Hotline; Update Emergency Services Assistance log as it is used and provided to the client.

### **General Administrative Duties**

28. Participate and engage in monthly Community Housing Department Meetings, supervision with the Director of Community Services, and other meetings and trainings as requested.
29. Successfully complete SOAR training within 3 months of hire.
30. Successfully complete all required Coordinated Entry trainings of the continuum within 3 months of hire.
31. Special projects and other duties as assigned.

32. Participate in training on housing identification, housing assistance programs, landlord tenant rights and responsibilities, and other core competencies.
33. Work with supervisor and team to achieve contract outcomes and goals.
34. Maintain individual client files, including logs and outcome reports, to document all aspects of case management, assessments, and achievements for participants.
35. Assist with reporting requirements, including the use of client file management and data collection systems.

### KEY PERFORMANCE INDICATORS

KPI	EVIDENCE
Assess needs of DV victims who may be helped by Emergency Services and provide appropriate services as necessary	Review of ES cases, Schedule of Assessments
Provide outreach to 2 non-DV agencies and conduct Coordinated Entry assessments and enter into the DV Progress Tracker of HMIS	Review of the CE Outreach Client Spreadsheet and case files
Help clients to develop housing, financial and self-sufficiency goals to assist them with maintaining their permanent housing.	Client-focused, strengths based case plans are completed.
Provide weekly (or as needed, but a minimum of once per month) case management sessions for individuals in the program to assist them with completion of their goals.	Weekly schedule, Client Roster, Evaluated and updated case plans showing progress.
Help clients to identify ways to increase their income so they can become self-sufficient as quickly as is possible and no longer be in need of RRH.	Client progress towards affording apartment on own, client rent responsibility is increasing.

### POSITION REQUIREMENTS

<u>Education/Certification</u>	Required	Preferred
Bachelor's Degree in social work or related field	X	
40-hour Domestic Violence trained	X	
<u>Experience</u>	Required	Preferred
Experience working with DV victims	X	
3 to 5 years of job related experience		X
Strong Project Management and personal workflow skills	X	
Previous case management experience with a housing focus		X
Bi-Lingual (Spanish Speaking)		X

### ESSENTIAL JOB FUNCTIONS

This table directly refers to the frequency of which your job requires you to do on a daily basis. Note: These duties are site specific.

	Rarely (R)	Occasionally (O)	Frequently (F)
Office Equipment			x
Telephone			x

Computer			x
Fax Machine			x
Copier			x

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing	x		
Sitting			x
Lifting (Max 40 pounds)		x	
Carrying		x	
Walking		x	
Driving			x

Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)

Indoor			x
Outdoor		x	
Loud Noises	x		
Fumes	x		

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			x
Make Decisions			x
Supervise	x		
Interpret Data			x
Organize			x
Read/Write			x

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

\_\_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Program Director Signature Date

\_\_\_\_\_  
Human Resource Director Signature Date