



## **COORDINATED ENTRY SPECIALIST JOB DESCRIPTION | Updated June 1, 2020**

**Description:** Tahoe Coalition for the Homeless (TCH) seeks a *Coordinated Entry Specialist* to provide Coordinated Entry services across El Dorado County, primarily focused on the Western Slope. Under general supervision from Tahoe Coalition for the Homeless, this role provides specialized intake assessments, eligibility determination and case management for subsidized housing programs, provides referrals to community services, and performs clerical and technical office support.

The role of the Coordinated Entry Specialist is to complete VI-SPDAT assessments on all persons presenting to the West Slope Coordinated Entry Access Site as homeless, entering them into the Homeless Management Information System (BellData) for housing services/resources and/or providing Diversion services to prevent from becoming homeless as needed.

Responsible for collaborating with Tahoe Coalition for the Homeless Coordinated Entry team for peer learning, problem solving, and regular case conferencing. The Coordinated Entry Specialist will follow up with households on the Coordinated Entry By Name List (BNL) and provide status updates. This role will also be responsible for conducting outreach activities with homeless individuals on the streets and in encampments.

**Goal:** To provide a centralized access point on El Dorado County's Western slope for Coordinated entry access where clients can receive a standardized assessment and appropriate service and housing referrals.

### **Specific Duties:**

1. Respond to phone calls directed to the Coordinated Entry line and respond to general questions.
2. Field and record the answers to a brief set of pre-screening questions in HMIS to determine the household's eligibility for entering the housing crisis response system.
3. Create and/or update household records in the CoC's Homeless Management Information System (HMIS).
4. Make appropriate and effective referrals to local service and case management providers, and maintain a current referral list for all clients.
5. Maintain relationships with the various programs in our community to promote our services.
6. Maintain required records accurately, comprehensively and in a timely manner, including data entry into the Homeless Management Information System.
7. Maintain required system statistics and submit reports as requested.
8. Cooperates with, participates in, and supports the adherence to all internal policies, procedures and practices, and compliance with all regulatory requirements.
9. Ensures the confidentiality of all client and/or employee-related information.
10. Represent TCH and the Coordinated Entry program in the community with a professional demeanor.
11. Participate in regular case conference meetings to discuss client concerns/needs.



12. Participate in weekly case supervision with Supervisor and team meetings with peers.
13. Attempt to divert any household seeking to enter emergency shelter through a strengths based conversation about creative solutions to avoid the trauma (to the household) and expense (to the system) of entering emergency shelter, thereby preserving limited shelter beds to people who have no other safe place to stay.
14. For households that are eligible for CoC housing crisis response system services, the Specialist will:
  - a. Field the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment tool (different versions for families, single adults and Transitional Age Youth) and enter the head of household s answers directly into HMIS;
  - b. Provide a direct referral to emergency services (such as outreach or shelter) if needed after attempting Diversion; and/or
  - c. Place the household on a ByName List for housing services (such as Rapid Re-Housing).
15. Comply with all CoC Coordinated Entry System policies and procedures.
16. Participate in regular trainings on the use of HMIS, the VI-SPDAT, and other related topics.
17. Provide ongoing updates and feedback to the Program Manager regarding the Coordinated Entry System.
18. Support and promote the mission statement and values of Tahoe Coalition for the Homeless and El Dorado County Opportunity Knocks Continuum of Care.
19. Engage people in a trusting and supportive relationships, providing emotional support and focusing on target goals.
20. Engage clients in a trusting and supportive treatment partnership, providing emotional support while maintaining professional boundaries.
21. Maintain one's own physical, mental and emotional well-being to maximize the healthy functioning of the program.

**Hours:** Typically, schedule is 9 am - 5 pm, Monday - Friday. Schedule may be subject to change as needed.

**Requirements:**

- Must maintain a valid CA Driver's License and active car insurance.
- Ability to maintain clear personal and professional boundaries with clients.
- Ability to work effectively in constantly changing and sometimes demanding or stressful environments.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to communicate well both orally and in written form, and follow detailed instructions.
- Ability to effectively interact with clients, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion.
- Physical ability to lift 25 pounds, sit, stand, bend, reach, and perform cleaning duties.
- Employee must agree to be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office



environment, the navigator will be required to work in outdoor areas inhabited by homeless persons.

- Pass a criminal background check.

**Reporting:** The Coordinated Entry Specialist reports to the Program Manager.

**Mission:** Our mission is to support our neighbors experiencing homelessness by partnering with our community to promote awareness, provide warm beds, and encourage self-sufficiency.

**Vision:** Our vision is to work together to end homelessness on the South Shore.

**Values:** We cultivate a culture of shared responsibility that recognizes those experiencing homelessness as members of our community. We lead with integrity, show respect, and uphold fairness. We accept people where they are without judgement and treat one another with dignity and respect. We provide opportunities for growth through education and advocacy with passion and perseverance.