Coordinated Entry Specialist Job Description

FL-505’s Coordinated Entry System (CES) is designed to coordinate entry, assessment, and provision of referrals for permanent housing services throughout the Continuum of Care’s (CoC) geographic coverage area (Okaloosa and Walton counties). It is accessed by individuals and families seeking housing and services, is trauma-informed and person-centered, and includes a process to assess individuals requesting assistance.

The Coordinated Entry System (CES) Specialist position will provide services in Okaloosa and Walton County. This position will work closely with the CoC’s Access Points who serve households experiencing a housing crisis and are in need of support to stabilize and connect with family, friends, and community resources. The CES Specialist will work with staff at Access Points to triage all incoming households, conduct intakes, and make referrals as necessary to community resources. Access Point staff will conduct an assessment so the household may be prioritized for permanent housing in the CoC’s geographic area.  The FL-505 CES Specialist will work closely with Access Point staff to complete the referral process.

The CES Specialist will also provide support to Access Point staff and ensure that there is a welcoming environment for households in crisis, triage the household’s immediate needs and provide community referrals, and support the household if an assessment is needed. This position will work closely with community partners to ensure the household is served effectively and with care. CES activities connect eligible households to housing solutions as quickly as possible to make homelessness rare, brief, and non-recurring.

Essential duties and responsibilities

• Maintain an up-to-date list of community resources that can support resolution of housing and service crises Identify community resources and connect households to these resources to help resolve housing or service crisis.

• Maintain a HMIS generated By-Name-List of all literally homeless clients in the CoC.

• Hold regular CES case conferencing meetings with Access Point staff.

• Ensure access point staff are trained in and correctly using HMIS

• Provide resources for Access Point staff on community resources and COC procedures

• Oversee the CES system to ensure prioritization reflects COC priorities and grant requirements.

• Other duties, as assigned Periods of walking, standing, or sitting in an office or field environment for service provision Limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds Ability to operate a motor vehicle if local travel is required

Qualifications

Strong interpersonal and verbal communication skills  Skill in organizing resources and establishing priorities  Working knowledge of community resources  Skilled at building trust and rapport with people from diverse backgrounds  Ability to work as part of a small team  Ability to work with a diverse team in a fast-paced environment  Ability to think on one’s feet, consider creative solutions, and de-escalate tense or emotionally stressful situations   Patience and flexibility   Skilled in the use of personal computers, including knowledge of Microsoft Office, and ability to learn and correctly enter data into the HMIS  Enthusiasm and the ability to thrive in an atmosphere of constant change  Ability to maintain confidentiality of identifying client information

Education and Experience: Bachelor’s Degree or equivalent work experience in nonprofit or government settings addressing housing or other social services Experience working with people experiencing homelessness preferred Demonstrated passion for ending homelessness    Successfully pass Level II background check   A valid driver’s license and clean 3-year driving history  Must have required vehicle insurance within 30 days of onboarding

Salary

$40,000-$45,000

How to Apply

Send your resume and cover letter to dianne@hhalliance.org Please place the job title in your email subject line.