



TARRANT COUNTY HOMELESS COALITION

1201 13th Street, Fort Worth, TX 76102 | PO BOX 471638, Fort Worth, TX 76147-1406
817/509-3635 | fax 817/719-9489 | www.AHomeWithHope.org

Position: PRN Homeless Helpline/Assessor Specialist

Posting Date: July 11, 2018

Closing Date: Open until filled

Reports To: Coordinated Entry Program Manager

Supervises: None

Educational Experience

- Bachelor's Degree in human services field required; degree requirement may be waived in lieu of case management experience in homeless services

Duties

Assessor

- Complete intake assessments
- Utilize diversion skills with households at the front door of homelessness
- Provide referrals to households who are at imminent risk of homelessness
- Populate caseload from the by-name list and begin the next step process to housing
- Assist individuals who are homeless in gathering documentation of homelessness and any needed critical documents
- Assist in locating or identifying alternatives to divert from homeless system when appropriate
- Complete in-depth assessments with clients, as needed, to ensure proper supportive services are provided

Helpline

- Enter data into HMIS
- Attend all required trainings to fully utilize the Coordinated Entry System accurately
- Provide regular feed-back to management regarding the Coordinated Entry process
- Participate in Coordinated Entry implementation meetings as needed.
- Interview callers, assess their needs, identify appropriate resources, provide all necessary information to the caller, and make contacts with other agencies on behalf of caller if necessary.
- Maintain accurate and comprehensive knowledge of available CoC and related human services resources.
- Maintain accurate and comprehensive knowledge of partner agency's intake criteria.
- Establish good working relations with organizations providing services to Tarrant and Parker County.
- Maintain consistently high standards of interviewing and needs assessment while maintaining caller confidentiality.
- Maintain accurate caller data records by collecting needed information through ETO.
- Assist callers in locating or identifying alternatives to divert from emergency shelter stays when appropriate.
- Make appropriate follow-up calls to determine whether needs were met and whether agency is still providing the service.

- Complete other duties as assigned by supervisor.

Professional Requirements and Expectations

- Desire and commitment to prevent and end homelessness
- Effective communication skills
- Ability to manage competing priorities
- Basic knowledge of Microsoft Office required
- Basic computer skills
- Learn and utilize ETO software system within the first 90 days of employment
- Local travel is required
- Represent the CoC in a professional manner always
- Maintain confidentiality of clients served
- Maintain high ethical standards
- Commitment to empowering others to solve their own problems
- Conviction about the capacity of people to grow and change
- Establish a respectful relationship with persons served
- Work collaboratively with other personnel and/or service providers or professionals
- Maintain a helping role and to intervene appropriately
- Work independently
- Maintain professional boundaries

Benefits:

- Assigned TCHC owned computer
- Work-related mileage reimbursement
- Salary Range: **Depending on Qualifications**

The Continuum of Care, through the Tarrant County Homeless Coalition, has developed a Coordinated Assessment System to include a hotline to provide housing and homelessness crisis human services information and referral to individuals, families and organizations representing clients with the intent to link those persons to appropriate resources for assistance. The program is grant funded through the US Department of Housing and Urban Development and will fulfill a requirement of the HEARTH Act.

Statement on Diversity

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC's services conform to Federal Fair Housing Laws and the City of Fort Worth's public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, transgender, gender identity or gender expression.

To apply, send cover letter, resume, contact information for three references, and recent salary history to: tchc@ahomewithhope.org