Date: 09/27/2021

Position: Coordinated Entry Operations Specialist

FLSA Status: Exempt

Job Status: Full Time

Reports To: Coordinated Entry Operations Manager

Supervises: None

The Coordinated Entry Operations Specialist will partner with the Operations Manager to oversee the Coordinated Entry System. The ultimate goal of Coordinated Entry is to end homelessness as quickly as possible by following a standardized and evidence-based approach. The Specialist will oversee and manage housing matches through Coordinated Entry. Additionally, the Specialist will help the Operations Manager and Operations Coordinator with special projects and initiatives that arise and as necessary.

The Specialist is responsible for assisting with Coordinated Entry compliance as it relates to housing matches. The Coordinator will be using the Coordinated Assessment System (CAS) to manage housing matches as individuals/families navigate through the housing process. Regularly communicating with service providers on housing match progress is a crucial component to compliance and should be a daily task of the Specialist.

Additionally, the Specialist will follow and encourage best practices in homeless services and HUD guidelines; this includes staying current on national trends regarding Coordinated Entry and housing first philosophy. In-person and virtual training with community partners on Coordinated Entry, housing best practices, and HUD guidelines will be lead/facilitated by the Specialist as needed.

Ultimately, the Specialist is responsible for helping to manage the Coordinated Entry matching system day to day and should work to facilitate growth and improvements in the Coordinated Entry System. Using the information and insight gained from community partners and CoC partners, the Specialist will help facilitate change and progress within the Coordinated Entry Process and the larger CoC. The Specialist should be able to communicate and listen effectively to many different communities and CoC partners, bringing concerns and suggestions to leadership for possible redress and implementation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Manage the CAS and Warehouse HMIS database systems.
* Ensure that CoC partner agency employees comply with the Coordinated Entry process in CAS.
* Manage and update client cohort lists as deemed necessary.
* Help support and if necessary, lead trainings on Coordinated Entry, Housing First and best practices.
* Maintain effective relationships and communication with CoC partners.
* Provide regular feed-back to management regarding the Coordinated Entry process
* Participate in RRH, PSH and Veteran case conferencing.
* Participate in Coordinated Entry implementation meetings/workgroups as needed.
* Improve data quality in HMIS systems (CAS and Warehouse).
* Create new housing programs in CAS as required.
* Manage housing programs and assignment details in CAS.
* Collaborate with other TCHC departments as needed to address issues/barriers.
* Performs all other HMIS-related services as needed.
* Complete other duties as assigned by supervisor.

**FUNCTIONAL EXPERIENCE**

* Desire and commitment to prevent and end homelessness
* Strong communication skills
* Strong competency with Excel and client tracking technology platforms.
* Manage competing priorities
* Excellent computer skills
* Learn and utilize ETO and Green River software system within the first 90 days of employment
* Understanding of homeless service systems and how they relate to Coordinated Entry.

**WORK BEHAVIORS**

* Represent the CoC in a professional manner at all times
* Maintain confidentiality of clients served
* Maintain high ethical standards
* Commitment to empowering others
* Conviction about the capacity of people to grow and change
* Establish a respectful relationship with community partners
* Work collaboratively with other colleagues and/or service providers
* Work independently
* Maintain professional boundaries
* Excitement for future projects and new ideas as they relate to ending homelessness

**EDUCATIONAL EXPERIENCE**

None required – Preferred candidates should have an educational background in data entry or human services. Experience working in client database systems and with those experiencing homelessness is ideal.

**WORK ENVIRONMENT**

Office and remote.

**REASONABLE ACCOMODATIONS STATEMENT**

To accomplish this job successfully, an individual must perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**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.

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| The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate. |