

United Way of the Mohawk Valley, Inc.
Position Description

Title: Homeless Assistance Coordinated Entry (CE) Program Specialist

Reports To: Homeless Management Information System Administrator,
United Way of the Mohawk Valley

Status: Full-time Non-exempt

Coordinated Entry Program Position Summary:

The CE Specialist will work for the United Way of the Mohawk Valley, Inc. and is responsible for the day-to-day administration of the homeless assistance coordinated entry/access system, including but not limited to the following;

- Coordination and delivery of participant services.
 - Developing and achieving program measures and goals.
 - Ensuring compliance with HUD policies and with local COC Coordinated Entry Policies and Procedures.
 - Managing stakeholder relationships.
 - Program development, implementation, and oversight.
 - Ongoing communication with UWMV, NY-518 COC and its Board of Directors.
 - Is a role model who facilitates continued growth of cultural competence among COC program and partner personnel to ensure that people and families experiencing homelessness are valued, respected, and always treated with dignity.
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Essential Job Duties:

Client Services

- Conducts both initial intake and ongoing assessments to ensure that individuals who are experiencing homelessness are connected to housing supports and that their needs are documented in the Homeless Management Information System, or appropriate database.

Data Management

- Complies, organizes and analyzes client data regarding Coordinated Entry performance.
- Ensuring that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments.
- Designing and executing ongoing quality control measures in conjunction with HMIS and COC Planning Team
- Works with HMIS administrator to review and evaluate the functionality of HMIS to incorporate the Coordinated Entry elements and to support the CE process- combine with quality control pieces.

Collaboration

- Works with provider agencies in identified quality improvement areas.

- Build and sustain strong working relationships and act as a liaison with County Government Offices, emergency shelters, COC members and other providers of services to the homeless and those at risk of homelessness.
- Participate in meetings associated with the *NY518, Mohawk Valley Housing and Homeless Coalition and appropriate sub-committee* like the Coordinated Entry Continuous Improvement Advisory Committee, Runaway & Homeless Youth (RHY) committee, Equity Committee. Also participates in provider meetings and other meetings that may be called to address issues or special populations.
- Maintains fluency in comparable databases that protect the identity of individuals who historically have been victims, such that identities continue to be masked, but data about their housing needs is included to ensure that they are prioritized in the CE system.

Communication

Ensure clarity, transparency, and consistency in order to remain accountable to clients, referral sources, and homeless service providers throughout the coordinated access process.

Outreach

- Creating and widely disseminating materials regarding services available through the Coordinated Entry/Access System and how to access those services.
- Building and maintaining relationships with community partners, with focus on relationship building in Madison or Oneida County, depending on assignment.

Program Implementation

- Facilitates the Coordinated Entry case conference process.
- Managing an eligibility determination appeals process in compliance with the protocols described in this CE Policies and Procedures Manual.
- Provide trainings bi-annually to all agencies and staff who serve as access points or administer assessments in alignment with the CE Policies and Procedures.
- Continually evaluating efforts to offer suggested improvements to the CE Policies and Procedures.
- Contributes to making periodic adjustments to the Coordinated Entry/Access System in consultation with the COC Planning Team, HMIS and Board approval as appropriate.
- Monitor programs for compliance with Coordinated Entry Policy and Procedure Manual and address issues as they arise and escalate as needed.

Education and Experience:

Minimum Requirement:

- An Associate's (2-year) Degree in a human service field and 5 or more years of experience working with populations that are challenged with maintaining permanent housing (e.g., those fleeing domestic violence, veterans, people struggling with behavioral health disabilities, etc.)

Preferred Requirement:

- A Bachelor's Degree in a human service field with 2 or more years of experience working with populations that are challenged with maintaining permanent housing (e.g., those fleeing domestic violence, veterans, people struggling with behavioral health disabilities, etc.)

Knowledge, Skills, Abilities:

- Proficiency with MS Office products, including WORD, EXCEL, OUTLOOK and POWERPOINT.
- Experience in planning, organizing, and working collaboratively within social service delivery systems.
- Excellent interpersonal skills.
- Excellent organization and time management skills.
- Ability to multi-task.
- Ability to work independently and exercise solid judgement on a range of issues.
- Comfortable with public speaking.
- Experience working with community-based coalition.
- Cultural competency skills to work effectively with diverse populations.

Physical Demands:

- While performing the duties of this job, the employee is regularly required to sit, stand, walk, speak, and hear.
- The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer screen.
- The employee must occasionally lift and/or move up to 20 pounds.
- At times, the job can require long hours and work on weekends.
- Occasional long-distance travel is required to attend meetings, events, conferences, and trainings.
- Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Other Requirements:

- Must hold a valid NYS Driver's License.
- Must own a vehicle that is registered and insured in NY State or have regular access to a vehicle for work-related transportation.

United Way of the Mohawk Valley, Inc. and the Mohawk Valley Housing and Homeless Coalition do not discriminate on the basis of age, race, color, religion, disability, national origin, sex, gender identity or expression, sexual orientation, pregnancy, marital status, familial status, military and veteran status, domestic violence victim status, criminal conviction status, genetic predisposition or carrier status, and any other characteristic protected by applicable law.