



Job Description

Job Title:	Coordinated Entry Specialist
Department:	2-1-1
Reports To:	2-1-1 Director
Job Status:	Permanent, Full-time, Hourly, and Non-exempt

STATEMENT OF THE JOB

Provides screening, diversion and intake services for individuals and families experiencing homelessness as part of a Coordinated Entry (CE) system in Lucas County, Ohio. Assesses inquirer's needs, obtains and documents information, and connects inquirer to community resources. Provides oversight and leadership to staff and volunteers. Responsible for direct and supportive service delivery, quality assurance, development, and training.

ESSENTIAL FUNCTIONS:

- Gains a detailed understanding of each inquirer's situation, assists in prioritizing the needs and builds an action plan utilizing the resource database.
- Advocates on behalf of the inquirers experiencing barriers to accessing services.
- Offers immediate and appropriate responses when the inquirer is experiencing a crisis or other emergency situations.
- Completes follow up as per policy, including cases involving endangerment and in situations where the employee believes the inquirer may not have the necessary capacity to follow through and resolve the problem.
- Maintains all legal requirements for confidentiality of client records.
- Responds in a professional, nonjudgmental manner when interacting with all populations.
- Utilizes de-escalation techniques as needed.
- Attends continuing education programs and trainings to remain current in the field of Information and Referral.
- Strives to obtain the AIRS credential of CIRS (Certified Information and Referral Specialist) and maintain that credential throughout employment.
- Maintains flexibility in scheduling to the extent practical to meet the needs of a 24-hour program. Will be required to serve as on-call supervisor. May be requested to work evening, weekend, and holiday shifts.
- Monitors the productivity and overall quality of CA service delivery (e.g., reviewing contact records, monitoring data trends, and reviewing reports). Creates reports for senior management as needed.
- Attends community meetings to collaborate with agencies serving individuals and families experiencing homelessness to ensure alignments with Continuum of Care goals and objectives.
- Develop and maintain a positive relationship with agencies serving individuals and families experiencing homelessness.
- Provides direct 2-1-1 Information & Referral via phone, email, chat, text, or other forms of communication, as needed.
- Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree in Social Work or related field is preferred.
- Two to four years of experience in direct service to individuals and families experiencing homelessness.
- Experience responding to people in crisis desired.
- Experience utilizing Homeless Management Information Systems (HMIS) or similar community-wide database is preferred

KNOWLEDGE/SKILLS/ABILITIES:

- Excellent communication skills
- Ability to utilizing critical thinking and problem-solving skills.
- Understands organizational systems, procedures, and policies.
- Possesses expert level of information and referral skills.
- Ability to work as a team as well as independently.
- Assists in the cross-training process of employees to develop potential.

SCHEDULE:

- Monday through Friday 8am-5pm. Requires working outside of normal business hours to include on-call, nights, weekends, or holidays.

PHYSICAL REQUIREMENTS:

- This is largely a sedentary role; however, some filing and other tasks are required. This would require the ability to lift, push, pull, reach, bend or stand, talk, and hear as necessary as well as require the ability to lift at least 20lbs.

WORK ENVIRONMENT

- This is a remote position due to COVID. This position may require in office work in the future.
- Home office requirements; limited distractions, independent work, secure designated workspace, and high speed, reliable internet access
- Position assists community resource advisors and can be subjected to emotional stress.

Please send a resume and cover letter to Sandra De Steno

Email:

Sandra De Steno

Sdesteno@211toledo.org

Persons are recruited, hired, assigned and promoted only on the basis of job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non-job-related disability, race, religion, sexual orientation, veterans' status. EOE