



Homeless Services Network of Central Florida (HSN) Position Description

Position: Coordinated Entry Systems Intake Specialist

Department: Coordinated Entry System

Supervised By: Coordinated Entry System Operations Manager & Veterans Program Manager

Supervises: None

FLSA Status: full time

Effective Date: September 2018

Position Summary

The Coordinated Entry System (CES) Intake Specialist is responsible for completing assessments with client(s) over the phone and in person, entering client information, verifying eligibility data, and confirming services provided and referrals into the Homeless Management Information System (HMIS). Calls will primarily be with clients who are experiencing homelessness and/or a housing crisis. Essential duties for this position are communication skills, problem solving, and mediation. This position will create and review reports to analyze effectiveness of access to the Coordinated Entry System for housing programs within the CoC.

Skills and Abilities

Ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills to include report creation; data entry; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; standard office computer skills and website development/management. Candidate must speak Spanish fluently.

Essential Duties/Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Complete assessments for client(s) over the phone and in person.
2. Ability to have creative conversations about housing solutions.
3. Enter client information into HMIS (Homeless Management Information System).
4. Ability to have problem solving and creative conversation to assist with housing solutions.
5. Verify eligibility for resources and programs.
6. Work collaboratively with the US Department of Veterans Affairs (VA) when callers present as Veterans.
7. Complete referrals for services in the community and coordinate access to those services to assist client in obtaining and remaining stable housing.
8. Collaborate with local social service agencies to ensure clients housing needs are being addressed.

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9. General office and administrative duties.
10. Attend weekly Registry Management Meetings, as needed.
11. Attend events and complete intake assessments on clients, as needed.
12. Attend off-site HUB locations to complete intake assessments on clients, as needed.
13. Reporting and data analysis.
14. Other duties as assigned.

Education and Experience

A Bachelor's degree in Human Services, Public Administration, Social Work, Counseling, or a related field; or an Associate's degree with one (1) years commensurate experience. Strong written and verbal communication skills. Strong interpersonal skills are a must. Strong internet usage and organizational skills as well as proficiency with Microsoft Office programs. Experience in HMIS and Appointment Plus is a plus. Candidate must speak Spanish fluently.

Qualifications/Requirements

- Strong communication skills.
- Demonstrated passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Demonstrated comprehensive understanding and knowledge of HUD guidelines.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience with providing services to the homeless population is preferred.

Certificates, Licenses, Registrations

- Valid driver's license in accordance with HSN Motor Vehicle Policy.
- Ability to use one's personal vehicle for daily duties with reimbursement.
- Training in motivational interviewing, trauma informed care, and mediation are a plus.

Physical Demands

While performing the duties of the job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk, reach, bend; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must sit for extended periods of time. The employee must occasionally lift and/or move up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team, as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, as well as in an office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. Additional hours are occasionally required. Work generally occurs Monday through Friday between 9:00 a.m. and 5:00 p.m., however, position may require flexible hours outside of a typical 9:00am to 5:00pm work day.



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Conditions of Employment

- Satisfactory reference and background investigation checks.
- Completion of a pre-employment drug screening and completion of post-employment drug or alcohol tests upon reasonable suspicion of use.
- Demonstrated computer literacy through successful completion of pre-employment testing may be required.
- Completion of Agency-wide new employee orientation and ALL required paperwork prior to reporting to work.
- Participation in payroll electronic deposit.
- Compliance with all of HSN Policies and Procedures.

Compensation

- \$34,000.00 - \$36,000.00, based upon experience.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job.

Veterans, Persons of Color and Current or Formerly Homeless Persons are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Please send cover letter and resume to HSNTeam@hsncfl.org with the subject line: Coordinated Entry System Intake Specialist.