Position: Coordinated Entry Coordinator
FLSA Status: Exempt
Job Status: Full Time
Reports To: Coordinated Entry Manager
Supervises: None

The Coordinated Entry Coordinator is part of the Housing Department and is responsible for maintaining the system that facilitates and links those experiencing homelessness to housing and other community resources. This position will operate the day-to-day activities of the Coordinated Entry System ensuring equal access for clients being served within our homeless system. The CE Coordinator will work with CoC partners, community partners, and governmental agencies to encourage strong community collaboration. The CE Coordinator will facilitate cross-agency meetings and trainings to improve service coordination and delivery. The CE Coordinator will participate in system-improvement efforts with a data-driven, forward-focused perspective. All employees are expected to contribute to a positive workplace culture that creates an environment of collaboration and in alignment with organizational values.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage the daily flow of clients in the coordinated entry system
- Facilitate matches and referrals to housing interventions and supportive services for partner agencies
- Review system processes for program compliance
- Attend and facilitate agency and system-wide meetings
- Identify, trends, needs, and gaps in the Coordinated Entry process to help review and develop Coordinated Entry policies and procedures
- Proactively build and manage relationships with system partners to improve coordination within, access to, and referrals to/from the coordinated entry system
- Provide Coordinated Entry training and technical assistance to CoC partners, individually and in groups
- Work interdepartmentally to develop Coordinated Entry and improve online and in-person trainings
- Onboard new system users and new CE-participating CoC agencies
- Research regulatory guidelines and housing-related subjects as needed
- Support Coordinated Entry Manager as needed

QUALIFICATIONS

- Bachelor's Degree in Human Services preferred or three years of work history in a related field
- Previous case management experience in homeless services preferred
- Experience in providing training to large groups and facilitating large meetings utilizing varying platforms such as virtual, in-person, or hybrid options
- Database management experience strongly preferred
- Experience in homeless services and using HMIS preferred
- Ability to learn multiple database systems within 90 days of employment

COMPETENCIES

- High degree of computer literacy, including experience in all Microsoft tools
- Excellent oral and written communication with the ability to present information clearly
- Strong interpersonal skills and demonstrated ability to develop and maintain relationships
- Proven conflict management/resolution skills
- Ability to maintain extreme confidentiality with client information
- Skilled in prioritizing multiple tasks
- Skilled in problem-solving and creative thinking
- Attention to detail and highly organized
- Ability to work independently
- Willingness to learn new things and strive for ongoing individual and team improvement.

WORK BEHAVIORS

- Represent Partnership Home in a professional manner at all times
- Desire and commitment to prevent and end homelessness
- Maintain confidentiality of clients served
- Maintain high ethical standards
- Work collaboratively with other personnel and/or service providers or professionals
- Ability to respond appropriately in fast-paced situations
- Maintain professional boundaries
- Ability to work independently

GALLUP CLIFTON STRENGTHS ALIGNMENT

- Arranger
- Consistency
- Communication
- Restorative
- Harmony

WORK ENVIRONMENT

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required. Occasional after hours and off-schedule time will be required to support major projects and special events, such as the annual point-in-time Homeless Count.

STATEMENT ON DIVERSITY

The staff, customers, stakeholders, and colleagues of Partnership Home reflect the diversity of our community. Partnership Home's services conform to Federal Fair Housing Laws and the City of Fort Worth's public policies on non-discrimination. Employees of Partnership Home 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, gender identity or gender expression.

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.