

**Newcap, Inc.  
1201 Main Street  
Oconto, WI 54153**

**JOB DESCRIPTION**

JOB TITLE: Coordinated Entry Specialist  
SUPERVISOR: Housing Director  
CLASSIFICATION: Non-Exempt  
WORKSITE: Oconto

**JOB PURPOSE:**

To streamline access to housing and services while addressing barriers that prevent people from getting and staying housed. Primarily responsible for the day-to-day operation of the Coordinated Entry System for Newcap's jurisdiction.

**SKILLS:**

- Must have analytical skills and abilities
- Must have a high degree of computer operation skills
- Must have the ability to handle multiple tasks
- Must possess a high level of interpersonal skills
- Must have excellent verbal and written communication skills
- Must have the ability to work under pressure and meet deadlines
- Must have the ability to maintain confidentiality
- Must possess the ability to maintain accountability and work independently
- Must have a high degree of dependability, organizational skills, and display high level of integrity and ethical standards
- Must have the ability to exercise independent judgement
- Must have the ability to follow instructions
- Must have the ability to foster teamwork within the department and organization

**SCOPE OF RESPONSIBILITY:**

**Individual:**

- Attend workshops, in-service training, conferences and meetings as assigned.
- Comply with all agency policies and procedures.
- Responsible for attending Housing Department staff meetings
- Accept other duties as assigned

*Newcap, Inc., is an Equal Opportunity Employer.*

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- Ambassador for Newcap, Inc., along with all employees and responsible for marketing/promoting the organization and its program both internally and externally
- Sensitive to people's needs and demonstrate high level of tolerance to impatient clients
- Show respect and treat all people with dignity.

### **OBLIGATIONS**

- Answer inbound crisis calls from citizens in need of assistance. Maintain a non-judgmental attitude when speaking with inquirers.
- Conduct VI-SPDAT assessment for homeless and unstably housed citizens.
- Record information into the CAPtain and HMIS database in a timely manner and ensure accuracy.
- Provide referrals to the appropriate resources.
- Evaluate applicant eligibility for housing assistance programs.
- Explain housing programs to applicants.
- Evaluate/verify applications for accuracy.
- Mail application packets to clients after initial eligibility is completed within 24 hours.
- Conduct interactive interviews and assessments with applicants.
- Maintain list holder responsibilities set forth by the Wisconsin Balance of State Continuum of Care. Maintain the HMIS and non-HMIS Prioritization Lists.
- Review HMIS and non-HMIS Prioritization Lists for homeless and prevention.
- Run weekly Prioritization Lists by local coalition.
- Attend Coordinated Entry Committee meetings.
- Maintain knowledge of Newcap programs and other service agency programs. Make referrals to Crisis Navigator.
- Must be able to obtain VI-SPDAT certificate and complete all training required.

### **QUALIFICATIONS:**

- High school diploma or GED with at least one year of related experience.
- Effectively communicate verbally and in writing.
- Proficient with Microsoft Office programs and the overall use of computers and general office equipment.
- Must have a valid driver's license and have access to a reliable car with insurance coverage.

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear.

Specific vision abilities regularly required by the job include close visions, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally required to stand, walk, and lift and/or move objects.

While performing the duties of this job, the employee is rarely required to balance, stoop, kneel, crouch or crawl, and exert up to 20 pounds of force.

**WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.

**SUPERVISION:**

Receives general supervision from the Housing Director.

**OTHER DUTIES:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Please Note: Due to the large number of resumes received, only those applicants selected for interviews will be contacted.

Thank you for your interest in joining our Team!