

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

Job Title	Coordinated Entry Lead Specialist
Department	Housing
Location	Shawano
Job Grade	
Job Code	
Supervision	Housing Director
FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern

General Summary:

The Coordinated Entry Specialist works with the Homeless Management Information System (HMIS) staff from agencies that are part of the Northeast Coalition to oversee all aspects of the coordinated entry system (CE) and assist communities in operationalizing CE. This will include providing training and technical assistance, coordinating, facilitating, and/or participating in meetings and calls to monitor and to help remove barriers to housing on behalf of the local coalition's coordinated entry system. This position also ensures that clients are provided access to CE and utilizes a No Wrong Door approach.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the clients as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Provide intake services to those who present in-person
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

Collaboration

- ❖ Works collaboratively with the community to ensure access to Coordinated Entry
- ❖ Provides advocacy for participants experiencing homelessness when they encounter barriers at housing providers and shelters.
- ❖ Works with social services partners, outreach teams, schools, and all other agencies in the community to locate and keep track of the location of the most vulnerable clients to allow for a quicker entry into housing.
- ❖ Establishes and maintains positive, productive working relationships with mental health programs, shelter programs, law enforcement, as well as providers of services and resources to homeless participants.
- ❖ Attends team meetings, case conferences, training workshops, and community meetings as needed regarding client access to Coordinated Entry.
- ❖ Participate in Emergency Management activities as needed.

Client Focused

- ❖ Ensure that Newcap's Coordinated Entry services are Housing First orientated, such that people are housed quickly without preconditions or service participation requirements
- ❖ Maintain a person-centered, client driven Coordinated Entry process for clients
- ❖ Provide in person and virtual/phone access to Coordinated Entry, motel vouchers, and other community programming
- ❖ Utilizes and represents the No Wrong Door philosophy at Newcap
- ❖ Conduct Coordinated Entry screening, assessments, and complete necessary paperwork with client for referral

Data Collection:

- ❖ Compliance with Homeless Management Information System (HMIS) policies and procedures.
- ❖ Must complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.

- ❖ Upload client documentation into internal database and HMIS
- ❖ Input Coordinated Entry referrals into internal database and HMIS

Marketing and Outreach:

- ❖ Ensure marketing and outreach activities are occurring within the local coalition, as required by the Wisconsin Balance of State Continuum of Care policy
- ❖ Educate and familiarize local businesses and partners with No Wrong Door agencies and policy

Compliance and Monitoring

- ❖ Reviewing Priority Lists at least quarterly maintain compliance with coordinate entry policy and procedures.
- ❖ Work with community providers to ensure that they are meeting Coordinated Entry expectations and deadlines such as required follow ups for open referrals on the prioritization list
- ❖ Ensure that all missing or incorrect data is cleaned up in WISP and on the Non-WISP List prior to acceptance off the top of the prioritization list to ensure that the person most in need is served first.
- ❖ Ensure all participating providers complete and sign a Coordinated Entry Participating Staff and Agency Agreements and all the required Coordinated Entry trainings.
- ❖ Manage the Coordinated Entry process; insuring participants qualify for homeless assistance services based on eligibility standards per the Department of Housing and Urban Development (HUD) and by the Wisconsin Balance of State Continuum of Care (WIBOSCOC) Coordinated Entry guidelines.
- ❖ Analyze data to ensure functionality of Coordinated Entry system between multiple providers
- ❖ Ensure participating staff and agencies are complying with WI BOSCOG Coordinated Entry System policies and procedures;
- ❖ Knowledgeable of local coalition and Coordinated Entry polices and procedures

Education/Training

- ❖ Provide training to community partners about Coordinated Entry assessments, referrals, services, and policy
- ❖ Train local agencies on the Family Unification Program and referral process
- ❖ Ensure all participating agency staff within the local coalition have completed required training and document on the Designated Lead Agency form
- ❖ Have a clear understanding and be able to explain all Coordinated Entry forms, processes, and assessments

WORKING CONDITIONS:

This work is generally performed in an office environment. Much of the work will take place in the field across the county. Some overnight is required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hand or wrists. Must be able to see, hear, and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

MACHINES, TOOLS, EQUIPMENT

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car.

MINIMUM QUALIFICATIONS:

- Post-secondary education is preferred **OR** 2 years in a human service-related field and working with HUD, HMIS, housing, or vulnerable populations is preferred but not necessary
- A combination of education, training, and experience that results in demonstrated competency performing the work may be substituted.

ABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, and communicate effectively
- Possess organizational, planning and analytical skills
- Computer skills
- Experience with word processing, spreadsheets, and public speaking.
- Ability to perform tasks with minimal supervision or over-site.
- Ability to identify, communicate and assist in responding to the need in the county.

Newcap, Inc., is an Equal Opportunity Employer

SPECIAL REQUIREMENTS:

- Must possess a valid driver’s license.
- All staff must undergo a background check
- Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature	Date	Supervisor’s Signature	Date

Director of Human Resources	Date
Executive Director	Date