

VACANCY: Coordinated Entry Specialist

Full-Time, Hourly (non-exempt)

Start Date: Position is open until filled

Compensation: DOE



5Cities Homeless Coalition is an AA/EEO Employer.

To apply for this position, complete a 5Cities Homeless Coalition Application for Employment, and email it along with a current resumé to Charlotte.Alexander@5chc.org. Applications available online at 5CHC.org/employment.

5Cities Homeless Coalition is transforming lives in San Luis Obispo County. The Coalition strengthens the community by mobilizing resources, fostering hope, and advocating for those who are homeless or facing homelessness. Our efforts focus on helping the most vulnerable in our community maintain dignity while working toward a new home (or retaining their home). Our work goes beyond the immediate, to ensure clients have the plan, skill sets, education and financial means to be successful and self-sufficient. Since its inception in 2009, 5Cities Homeless Coalition has developed strength as a community leader by working closely with other community agencies and organizations, and has become the "go to" agency for housing and supportive services. We are working to build an engaged community that understands the complexities of homelessness and actively shares the responsibility of creating and implementing solutions to reduce it. 5CHC operates services throughout San Luis Obispo County, with a special focus in South County, connecting our clients to a comprehensive continuum of homelessness prevention, street outreach, employment preparation and placement assistance, individualized case management, supportive services, and housing solutions.

Position Summary

Under the direction of the Program Manager, the Coordinated Entry Specialist is a key member of the 5Cities Homeless Coalition Team in meeting the needs of homeless and near homeless seeking assistance in South County. The primary focus for this employee is to conduct coordinated entry screening, providing information about, and making referrals to, community services as well as 5CHC support services. The Specialist works in coordination with 5CHC staff and partner agency staff to address the broad array of client needs through referral to providers of necessary services.

Responsibilities

- Coordinates appointments and walk-ins for Coordinated Entry screening and conducts screenings.
- Helps to maintain resource directory and contacts at community agencies and government organizations to assist low income and/or homeless individuals for the purpose of making referrals and advising callers and walk-ins.
- Provides administrative and programmatic support services for the 5CHC Team.
- Collects pertinent statistics and helps prepare reports.
- Performs varied clerical, technical, or specialized administrative support work using database, word processing or spreadsheet software programs and other applications.
- Performs other related duties as assigned.

Qualifications

- Able to use computers, with proficiency in Microsoft Office software, particularly Excel.
- Able to perform varied clerical, technical, or specialized administrative support work using database, word processing or spreadsheet software programs and other applications.
- Experience working with computers and data entry.
- Able to commit to a regular, reliable schedule of a fixed number of hours per week.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Able to meet face-to-face with homeless individuals of diverse backgrounds and disabilities including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.

Preferred Qualifications

- Bilingual English/Spanish.
- Experience working with low income and/or homeless populations.
- Associate degree in administrative services or related area, and/or certification from a two-year program in related area.
- Possesses a professional demeanor and the ability to exercise good judgment, and is a quick learner as well as proactive.

Other Requirements *(may be met at time of hiring with 5CHC)*

- Reliable transportation, valid driver's license and auto insurance.
- Current tuberculosis test.
- Successful completion of background screening.
- CPR/First Aid Certification.

Physical Demands

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 sit, stand, climb stairs, walk, drive, carry (20lbs), lift (20lbs), operate a computer keyboard, use hands to grasp, reach with hands and arms, and talk or hear. Makes and receives telephone calls. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed mostly indoors in an office setting. The noise level in the work environment is usually low.

5Cities Homeless Coalition is an Affirmative Action/Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, color, religion, creed, national origin, sex, marital status, age, the presence of any disability except where such is a bona fide occupational qualification, or any other protected status covered by federal and state law. This vacancy announcement does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.