

**THE WOMEN'S CENTER
JOB DESCRIPTION**

Coordinated Entry Specialist, Waukesha County

POSITION: Part-time 24 hours/week. Some Evenings and weekends required.

CLASSIFICATION: Nonexempt

DEPARTMENT: Housing Action Coalition of Waukesha County

REPORTS TO: Housing Action Coalition Program Coordinator

SALARY GRADE/LEVEL/RANGE: **TBD**

LOCATION: THIS POSITION WILL WORK REMOTELY

MISSION THE MISSION OF THE HOUSING ACTION COALITION IS TO EDUCATE, ADVOCATE, AND RAISE AWARENESS WHILE PROVIDING A COHESIVE COORDINATED RESPONSE TO HOMELESSNESS AND THE ISSUES RELATED TO IT.

SUMMARY/ OBJECTIVE: The primary responsibility of this position is to concentrate on the Waukesha County coordinated entry system, helping individuals and families navigate the coordinated entry system and coordinated service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 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.
- Complete the Pre-screen to determine eligibility for further assessment.
- Complete the Homeless Management Information System (HMIS), known as Wisconsin Service Point (WISP) Release of Information and the WIBOSCOC Coordinated Entry System Client Rights and Responsibilities prior to completing the appropriate Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT).
- Complete the appropriate VI-SPDAT with all people who are eligible for homeless programming.
- Manage the Non-WISP list for Waukesha County.
- Utilize the WISP and the Non-WISP Priority lists to ensure the people with the highest need are served first as established in the WIBOSCOC Coordinated Entry Policies and Procedures.
- Run and review Coordinated Entry Priority List Reports in WISP and the Non-WISP List for accuracy on weekly basis.

- 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.
- Review, coordinate and complete required 30, 60, 90-day follow-up with people that have an open referral on the Prioritization List on a weekly basis.
- Collaborate with all service providers that participate in the Coordinated Entry System.
- Ensure all participating providers complete and sign a Coordinated Entry Participating Staff Agreement and all the required Coordinated Entry trainings.
- Contact clients on the priority list when Homeless Assistance Services Program openings occur to start admission process and record Entry/Exit in WISP.
- Introduce new participants to caseworkers and provide program supervisor with all the required Coordinated Entry documentation to assure a smooth transition for program admission.

- Work with the Coordinated Entry Committee to implement Waukesha's After Hour Plan.
- Attend CE/CE Lead trainings or others as required.
- Document all efforts and contacts with clients to illustrate all movement on the Prioritization Lists.
- Conduct regular review of participant files to ensure BOS, HUD and EHH compliance.
- Serve as a liaison with community resources.
- Maintain professional collaboration with other community agencies.
- Maintain positive, professional communication with the various HAC programs in order to insure a continuum of care for all participants.
- Respect the right of confidentiality of participants, family, and caseworkers.
- Attend training as requested by supervisor.

- Understand cultural diversity and work professionally with others' values and culture. Other tasks as assigned by supervisor
- Adhere to organizational compliance with all local, state and federal regulatory agencies
- Ensure compliance with all safety and work rules and regulations. Ensure the maintenance of departmental housekeeping standards

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS:

- Experience working with homeless individuals and families
- Excellent communication skills, Written and oral – talking and writing effectively in order to convey information appropriately to needs of the audience.
- Knowledge of databases, preferably Wisconsin Service Point (WISP).
- Proficient with Microsoft Office Suite.
- Excellent organizational skills and attention to detail.
- Ability and willingness to work both individually and as part of a team with other staff in provision of services to residents.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — understanding written sentences and paragraphs in work related documents.
- Manage one's own time and the time of others.
- Actively looking for ways to help people
- Adjusting actions in relation to others' actions
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring/Assess performance of yourself, other individuals, or organizations to make improvements or take corrective action.

EDUCATION/EXPERIENCE:

- Associate degree or Bachelor's degree in related major, or experience working with database systems and/or homelessness or a combination of education and experience.

- Experience with Wisconsin Service Point a plus
- Previous non-profit organization experience preferred.

LANGUAGE SKILLS: Ability to read, write and comprehend English.

REASONING ABILITY: Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

CERTIFICATES, LICENSES, REGISTRATIONS: Requires a valid Wisconsin Driver's license and proof of insurance.

OTHER SKILLS AND ABILITIES:

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is a largely sedentary role; however, some filing is required. This would require the ability to lift up to 25 pounds.
- May require some movement up and down stairs.

WORK ENVIRONMENT: The Work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

The employee may perform some work- related travel.

- Works predominantly indoors but may need to go between different buildings.

The noise level in the work environment is usually moderate.

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

AAP/EEO: The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status,

status as a qualified individual with a disability, or any other characteristic protected by law.

This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

Signatures: