Community Alliance
FOR THE HOMELESS

JOB TITLE: CoC Coordinated Entry System Coordinator
DEPARTMENT: Coordinated Entry
REPORTS TO: CoC Coordinated Entry Director
DIRECTLY SUPERVISES: None

Salary: $40,000
Status: Full Time
FLSA: Nonexempt
Location: Currently Hybrid

SUMMARY: The CoC Coordinated Entry System Coordinator is responsible for the continued implementation and evaluation of the Coordinated Entry System (CES). This position will work closely with agencies participating in Memphis/Shelby County Continuum of Cares CES and will engage in technical assistance and ongoing training with staff from partner agencies. This position will be responsible for facilitation of work groups and meetings regarding CES and for creating reports used to evaluate the CES.

DUTIES AND RESPONSIBILITIES:
- Develops, initiates, and maintains general operation of the CES and its related activities.
- Directing the development and implementation of an equitable and inclusive coordinated entry (CE) system
- Ensure data, technical and safety standards are being met while operating in the Homeless Management Information System (HMIS)
- Plan, coordinate, and assist with all special events such as Project Homeless Connect and the Annual Point-in-Time.
- Build a working knowledge of HUD requirements for Coordinated Entry for all populations.
- Conduct on-going review and analysis of literature on homeless and special needs populations.
- Provide staff support and technical assistance to the Memphis/Shelby County Homeless Consortium, it's active committees and Governing Council.
- Assists with assessing the training needs of the CoC, designs training plans, and manages or directs CoC training by providing training or coordinating training(s).
- Building relationships with system partners to improve coordination within, access to, and referrals to/from the CE system.
- Attend recommended training and conferences to ensure the development of the knowledge base.
- Staff Coordinated Entry, Outreach Committee, and other meetings as needed
- Works closely with all CoC partners and other CAFTH employees, ensuring good working relationships.
- Perform other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:
- This job has no supervisory responsibilities.

QUALIFICATIONS:
- Bachelor's Degree (BA) from a four-year college or university preferred in a field of human services, or two years of related experience and/or training, or equivalent combination of education and experience.
- Certificates, Licenses and registrations required:
    - o Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.

• Other skills required:
  o Knowledge and experience in the use of computer-based systems.
  o Demonstrated research ability identifying, locating, and accessing local, statewide, regional and national statistics, studies, and research publications on homelessness and related issues, both primary and secondary.
  o Demonstrated analysis/interpretation of data, statistics, and information resulting from research.
  o Grant administration experience including familiarity with reading and interpreting Federal regulations and guidelines.
  o Passion for combating homelessness, domestic violence, substance abuse, and mental illness.
  o Ability to maintain a positive approach with community partners.

COMPETENCIES:
• **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
• **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
• **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
• **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
•**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
• **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
• **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
• **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan
• **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
•**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
• **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
• **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
• **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
• **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
• **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
• **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
• **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
• **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork**- Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others. • **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.