

## Haven House Services Job Description

<b>Title:</b> Coordinated Entry Staff	<b>FLSA Status:</b> Non-exempt	<b>Employment Status:</b> Part-time
<b>Reports To:</b> SO/TLP Operations Coordinator	<b>Department:</b> Crisis and Homeless Services	<b>Last Evaluated:</b> 5/6/2020
<b>Location:</b> Main office	<b>Supervisory Responsibilities:</b> None	
<p><b>Summary:</b> CHS Coordinated Entry staff facilitates a safe and therapeutic environment in the 24 hour crisis shelter or main office by assisting and/or observing staff that are providing services directly to clients, their families and involved community agencies.</p>		
<p><b>Specific position duties and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Serves as initial contact to homeless youth (crisis calls, walk-ins, scheduled appointments) referred through Coordinated Entry.</li> <li>• Administers screening, assessment, intake and case management to youth referred through Coordinated Entry.</li> <li>• Provides short-term case management to interested clients 22-24 years of age.</li> <li>• Communicates to supervisors concerns including, but not limited to, documentation and training needs.</li> <li>• Maintains and updates all client data on required documents/records in a timely and accurate manner.</li> <li>• Assist with follow-up, aftercare calls and filing.</li> <li>• Assist staff in obtaining client's basic needs items such as hygiene kits, food and clothing.</li> <li>• Collaborates with the Street Outreach and Transition In Place programs in ensuring that youth served through Coordinated Entry are connected with the proper program to meet their needs.</li> <li>• Establishes and maintains collaborative partnerships with law enforcement, juvenile justice, human service agencies, schools and other Coordinated Entry access sites. Will also attend Coordinated Entry community meetings/trainings as needed.</li> </ul> <p><b>General agency duties and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Completes all required trainings</li> <li>• Participates in agency outreach and fundraising events</li> <li>• Demonstrates a willingness to assist in other agency programs as needed</li> <li>• Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities</li> <li>• Displays sensitivity to the service population's cultural and socioeconomic characteristics</li> <li>• Strives to embody the agency's Code of Ethics while working towards the agency's Mission</li> <li>• Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership</li> <li>• Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community</li> <li>• Other duties as assigned</li> </ul>		
<p><b>Minimum qualifications:</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree in a human service field from an accredited institution</li> <li>• One-two years of related experience working with individuals experiencing homelessness</li> </ul>		
<p><b>Knowledge, skills and abilities:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of local community resources</li> <li>• Experience with client documentation and file management</li> <li>• Strong written and verbal communication skills</li> </ul>		
<p><b>Other requirements:</b></p>		

- Valid North Carolina Driver's License and satisfactory driving record
- Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available
- Proof of current/valid car insurance
- Acceptable background report
- Negative drug screen results

**Work environment:**

- Occasional evening and weekend hours required
- Culture of care and wellness in the office
- Occasional exposure to outside weather conditions
- Potential exposure to bloodborne and/or airborne pathogens

**Employee printed name:** \_\_\_\_\_

**Employee signature/date:** \_\_\_\_\_

**Supervisor printed name/date:** \_\_\_\_\_

**Supervisor signature/date:** \_\_\_\_\_