

Job Description Title:	Coordinated Entry Intake Specialist	Primary Supervisor(s):	Director of Coordinated Entry
Department/Group:	Coordinated Entry	Secondary Supervisor(s):	Executive Team
Location:	Bridgeport, WV	Travel Required:	Occasionally
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4, 9-5, or 11-7	Physical Demands:	Light
Education and Experience:	Bachelor's Degree in related field of Social Work, Sociology, or Psychology preferred	Performance Expectations:	See below
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
The West Virginia Coalition to End Homelessness is seeking applicants for a full-time Coordinated Entry Intake Specialist in Bridgeport, WV. The Coordinated Entry Specialist will answer all client calls to our headquarters in Bridgeport, and will then perform appropriate triage services based on the caller's needs. This position requires travel to the Bridgeport office only, and schedules rotating hours throughout the week (listed in the above table).			
Primary Responsibilities/Essential Job Duties:			
<ul style="list-style-type: none"> • Answers all incoming calls with positivity and professionalism, assessing clients for housing needs, providing referral and support as needed. • Enters data into the Homeless Management Information System Database in real-time using standardized assessments and a set of intake questions. • Greets walk-in clients with professionalism and positivity, provide assessment to walk-ins as available. • Contacts and maintains relationships with outside partner organizations • Submits Requests for Payment and Referrals for Housing to CES supervisor • Maintains understanding of WVCEH's grant funding and works within the structure of multiple funding types. • Responds to all missed calls and messages left in a timely manner to ensure client satisfaction. • Cooperates with, participates in, and supports the adherence to all internal policies, procedures and practices, and compliance with all regulatory requirements. • Ensures the confidentiality of all client and/or employee-related information 			

- Attempt to divert any household seeking to enter emergency shelter through a strengths based conversation about creative solutions to avoid the trauma (to the household) and expense (to the system) of entering emergency shelter, thereby preserving limited shelter beds to people who have no other safe place to stay.
- Engage people in a trusting and supportive relationships, providing emotional support and focusing on target goals.
- Engage clients in a trusting and supportive treatment partnership, providing emotional support while maintaining professional boundaries.
- Maintain one’s own physical, mental and emotional well-being to maximize the healthy functioning of the program.

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		x		
Walking		x		
Sitting				x
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing	x			
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				x
Tasting or smelling	x			
Other: Please describe.				

This position is described as **light/sedentary physical activity** performing non-strenuous daily activities of an administrative nature. The noise level is moderate, as typical of a business office setting with computers, printers, traffic lights and phone conversations. Travel may be required occasionally.

Equipment Used: Photocopiers, Scanners, Desktop Computer and phone-systems.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner).

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- A successful candidate will be a highly motivated self-starter, able to prioritize tasks and manage a complex array of needs.
- Must maintain a valid WV driver’s license and vehicle insurance.
- Applicant should have an understanding in areas related to homelessness, substance abuse and mental health.
- Ability to maintain clear personal and professional boundaries with clients.
- Ability to work effectively in constantly changing and sometimes demanding or stressful environments.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations
- Ideally, candidates will have prior experience with individuals and families experiencing homelessness.

- Must have good problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Prior experience using the Homeless Management Information System (HMIS) is a plus but not required.
- Applicants will need an understanding of community resources and the wherewithal to navigate complex eligibility requirements for community resources.
- A professional, mature character with the ability to work independently is required.
- The successful candidate will have reliable transportation to the Bridgeport office.
- Bachelor's Degree in related field of Social Work, Sociology, or Psychology preferred. Experience working in a case management role may be taken into consideration.
- References required.

Benefits

- Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.
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Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

Work Styles

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Persistence** — Job requires persistence in the face of obstacles.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- **Active Listening** — 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.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date