COMMUNITY ACTION
PIONEER VALLEY

JOB DESCRIPTION

DEPARTMENT: Community Services
POSITION TITLE: Continuum of Care (CoC) Coordinated Entry Specialist
POSITION CLASSIFICATION: 
LOCATION: Greenfield, MA (CAPV Worksite & Work from Home)
STATUS: Non-Exempt
SUPERVISOR: Homelessness Services and Billing Manager

POSITION SUMMARY:
Supports all aspects of the Three-County (Franklin, Hampshire, and Berkshire Counties) Continuum of Care. Primary responsibility will be to support and administer key aspects of the HUD CE process for the Continuum of Care, with a concentration on Youth/Young Adult CE, CE for Victims of Domestic Violence, and other special populations. This includes increasing the systems level and direct services effort of Youth/Young Adult CE in Franklin County for the Youth Homelessness Demonstration Program (YHDP) and the work of the Coordinated Community Plan. This role will help to build strong relationships with CoC partners, area Landlords, YHDP projects, and stakeholders; working as a team to ensure the CoC’s coordinated entry process supports housing opportunities for vulnerable populations; and supporting CoC strategies and HUD regulatory requirements for Coordinated Entry are being successfully implemented. Provides overall and varied administrative and program support to the CoC Coordinated Entry (CE) System and data collection in regards to CE assessment and implementation.

ESSENTIAL QUALIFICATIONS:
- Associates Degree in Human Services or related field.
- Two years of experience in human services working with low-income individuals or families and vulnerable populations
- Two years of experience in an office setting, including, data entry.
- Knowledge of housing programs
- Knowledge of Hampshire, Franklin, and Berkshire Counties agencies and resources preferred.
- Knowledge and Understanding of the needs of homeless youth/young adults and Victims of domestic violence
- Additional appropriate education may be substituted for experience or additional directly related experience may be substituted for education
ESSENTIAL RESPONSIBILITIES
1. Work with CoC team to review, align, and coordinate CE policies and procedures governing assessment, eligibility determinations, and prioritization of housing assistance.
2. Work closely with the CoC team to help ensure the CE Policy and Procedures are being successfully implemented.
3. Create, track, and implement a robust Youth/Young Adult CE system in Franklin County based on the expectations of the Coordinated Community Plan, in partnership with housing navigators, local youth serving agencies, and YHDP projects.
4. Support CE case conferencing in all three counties.
5. Plan and Facilitate population specific CE workgroup meetings.
6. Build strong relationships with funded/non-funded staff that work directly with people that are homeless to ensure supportive practices and responses; that they are informed on the HUD regulations for coordinated entry, CoC’s Policies and Procedures and YHDP expectations.
7. Support YHDP Continuous Quality Improvement.
8. Support landlord engagement for YHDP and CoC funded projects.
9. Provide training in tenancy best practices for program participants and CE by-names-list.
10. Develop and maintain a process for formal connection to supportive services for Housing Authorities’ mainstream voucher programs.
11. Participate and work in collaboration with the Western MA Network to End Homelessness through meeting attendance and committee engagement.
12. Represent the CoC at various community meetings and communicate with funded projects and partners.
13. Become familiar with program services and regulations.
14. Assist with program regulatory and compliance systems implementation and ongoing review of required documentation.
15. Assist with maintaining agenda and minutes for collaboration meetings.
16. Coordinate/attend CoC Board meetings and sub-committee meetings, as requested.
17. Assist with outreach and distribution of information representing Community Action Pioneer Valley to the public.
18. Assist with database reporting. Assist with gathering/submission of supportive documentation as assigned.
19. Assist with event/meeting coordination as assigned.
20. Perform a variety of short-term or ongoing program/administrative support projects as assigned.
21. Develop respectful, professional relationships with collaborators and stakeholders.
22. When schedule requires remote work, expected to be available for meetings, calls, responding to emails, and conducting regular duties.
23. Assist with maintaining a neat, orderly, and clean office, program space.
24. Consistently apply and uphold guidelines, procedures, and the policies of Community Services Department and Community Action Pioneer Valley.
25. Comply with agency and funders’ requirements and procedures.
26. Required to travel regularly throughout the CoC Service area, to all Community Action sites and service locations, and occasionally out of the service area.
27. Maintain strictest confidentiality in support of the personal information of those we serve.
28. Participate in professional development activities, team meetings, regularly scheduled supervision, agency trainings, and other relevant trainings
29. Perform related work as required & assigned by direct supervisor and Program Director of Continuum of Care.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may be adjusted to meet the operational needs of the agency.

SKILLS REQUIRED:
- Proficient with Microsoft Office (Word, Excel, Powerpoint, and Publisher) and database experience.
- Strong Interpersonal skills and ability to work with diverse populations
- Understanding of/willingness to learn & advocate for trauma-Informed and equitable practices
- Understanding of/willingness to learn and create community responsiveness to poverty's effect on individuals and families
- Computer and technological literacy, able to learn new software, databases, website editor, and troubleshoot basic computer, camera, projector, etc. challenges.
- Demonstrated ability to work independently with minimal supervision and to complete projects in a timely manner in a fast-paced environment.
- Highly reliable, able to follow tasks and multi-step projects through to completion.
- Effective verbal (in-person and phone) and written communication skills
- Must be able to represent program and agency professionally in person, in marketing materials and online presence.
- Effective time management skills, working under pressure and meeting deadlines.
- Effective organizational skills. Ability to create and maintain organizational systems for physical space, paper files, and digital storage.
- Accuracy and high attention to detail.
- Ability to perform basic math functions (addition, subtraction, multiplication, division, decimals, percentages).
- Advocacy for cultural and socioeconomic diversity, anti-racism, and the needs of individuals with low incomes.

PHYSICAL DEMANDS AND WORKING CONDITIONS:
The physical demands and work environment described below 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.
- Requires sitting for long periods of time.
- Working in office environment.
• Some bending and stretching required.
• Extensive use of telephone required.
• Manual dexterity required for use of calculator and computer keyboard.
• Must be able to lift from 20 – 30 lbs
• Specific vision abilities required by this job include vision, color vision and the ability to adjust focus.
• The work environment includes indoor office environments or comparable spaces, and community spaces, with occasional exposure to outdoor weather when traveling to outreach or meeting sites. The noise level varies by site.

AA/EOE/ADA

Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) prior to hire and every three years. Evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

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EMPLOYEE NAME (PRINT)

___________________________________________________________
EMPLOYEE SIGNATURE

_____________________________________
DATE