



Position: Coordinated Entry Specialist

Reports to: Chief Operating Officer

Type: Full-time, Salary, Exempt

Supervisory Responsibilities: N/A

Salary Range: \$55,000 - \$60,000

Organization Overview

The Anchorage Coalition to End Homelessness (ACEH) began in 2004 as a grassroots collaboration with homeless service providers working together to solve homelessness. Since its founding, ACEH has grown to be the lead convener around homelessness in Anchorage and continues to grow as the system backbone of the Homeless Prevention and Response System. ACEH leads the work around Anchored Home, the Anchorage community plan to solve homelessness in partnership with those with lived expertise, providers, government partners, private and philanthropic partners, and the public.

Job Summary

As a key member of the Anchorage Coalition to End Homelessness (ACEH) team, Coordinated Entry Specialists (CE Specialists) are responsible for implementing Coordinated Entry, a housing needs assessment program serving people experiencing homelessness. CE Specialists collaborate with providers to identify and refer potential clients to programs. A strong candidate will have the ability to collaborate with providers at various levels and have experience working with people experiencing homelessness, including those with severe mental illness and a history of substance misuse.

Key Functions, Duties, & Responsibilities

Daily responsibilities of a CE Specialist will include using the Homeless Information Management System (HMIS) database to provide client referrals to providers, assess clients for program eligibility, facilitate provider meetings, and reaching out to seek clients eligible for referrals. CE Specialists are responsible for mobilizing the Coordinated Entry (CE) system through outreach, housing connections, referrals to services, and coordinating case management after clients are housed.

Core elements of the position include:

- Understanding of the CE system and Housing First philosophy.
- Fundamental understanding of the housing and support systems available to house this population and an ability to coordinate services for various levels of client needs.
- Facilitate case conferencing meetings for various populations of people experiencing homelessness.

- Ability to coordinate teams of service providers and participate in provider networks.
- Educate and involve community partners to build trust and confidence in the CE system.
- Data tracking and analysis to monitor system health.
- Build rapport with clients in person and over the phone.
- Answer phone calls from clients and providers, and triage questions from clients and providers.

Other Essential Functions

Focus areas related to the responsibilities of this position apply to all homelessness sectors, including single adult, families and young adult/youth (referred to as clients):

Partner and Provider Coordination

- Collaborate with external agencies to build a comprehensive network of providers and partners.
- Provide programs with appropriate client referrals from CE. Ensure that referrals meet client needs, client preferences and program eligibility.
- Attend and facilitate meetings with landlords, case managers and clients to review challenges and create plans for housing retention.
- Identify system changes needed and work collaboratively across multiple organizations and sectors to improve the system.
- Research best practices to determine and recommend innovative and strategic options for Anchorage's Homelessness Prevention and Response system.
- Engage with partners to strengthen the collaborative network in the areas of jobs, economic stability, treatment, mental health, counseling, child custody, employment training, legal support, criminal history and landlord liaison work.
- Help to organize and lead training for service providers in the Coordinated Entry system.

Client Services

- Work with clients to identify housing solutions, diversion and prevention options and rapidly resolve issues.
- Direct clients to appropriate community services.
- Complete data assessment tool using approved screening and assessment methods to enroll clients in the CE system.
- Assist clients in completing or attaining required applications and documents to apply for various programs and/or meet eligibility requirements.

Homelessness Management Information System (HMIS)

- Responsible for data entry, quality assurance, referral management and related administrative processes in HMIS.
- Track referrals to monitor agency services and client placements.
- Input client data into the Homelessness Management Information System and monitor data quality.
- Liaise with providers to ensure data completion and timeliness of CE-related data.

Knowledge/Skills/Abilities:

Required Skills and Abilities

- *Mission-driven:* Desire to join a dedicated and ambitious staff passionate about making homelessness rare, brief and one-time through a client-centered and mission-driven strategy.
- *Organized:* Highly organized with an ability to manage multiple tasks and the referral process to multiple housing agencies.
- *Data & solutions-oriented:* Ability to track, organize and analyze data to monitor system health. Solutions-focused with the ability to harness internal drive and innovation to present and implement solutions for systemic improvement.
- *Collaborative:* Flexible, mature, compassionate and able to fully support CE and the collaborative impact model.
- *Community-focused:* Ability to work as part of a communitywide team in all aspects of housing and supports. Ability to maintain professional relationships across various housing, health and social services sectors.
- *Support Housing First:* Willingness to support the Housing First and harm Reduction models through housing referrals and the provision of direct services to people with disabling conditions, including substance misuse.
- *Teamwork:* Ability to work collaboratively in a team environment. Ability to effectively communicate with supervisors, peers or external partners. Establish and maintain interpersonal relationships.
- *Critical thinking:* Demonstrated critical thinking and ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- *Communication:* Excellent verbal and written communication, spelling and composition skills. An ability to communicate with people from various cultural and socioeconomic backgrounds.

Education and Experience

Required Education and Work Experience

- Bachelor's degree in social work or a field related to the responsibilities of this position. Years of related work experience may be substituted for education on a year-by-year basis.
- Minimum of one-year experience in case management, outreach or working within homelessness services.
- Knowledge of housing and other community resources to support successful housing retention desired.
- Experience in harm reduction, motivational interviewing and person-centered care preferred.
- Ability to obtain first aid, CPR, and other health safety training desired upon hire.
- Proficiency in computer use and Microsoft software such as Outlook, PowerPoint, Excel.

Preferred Experience

- Current or former lived experience of homelessness.

Other Job Requirements:

All workforce members will be expected to demonstrate a commitment to ACEH's vision and mission and consistently demonstrate its values in all areas of their work. Moreover, everyone is expected to demonstrate collaboration and teamwork, accept direction, feedback and coaching, and prove themselves to be reliable and consistent resources to clients and colleagues.

Must possess a current, valid driver's license with a clean driving record and be able to pass local, state and federal background checks. Access to a reliable, insured vehicle to be used for work-related travel in the Anchorage area; vehicle insurance must meet minimum State of Alaska requirements. Ability to lift up to 50 lbs. Able to work remotely with consistent internet to host virtual meetings.

Anti-discrimination Policy:

ACEH does not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity or marital status, or physical or mental disability (disability applies to any "qualified individual with a disability," as that phrase is defined in the Americans with Disabilities Act of 1990). All qualified applicants will receive equal consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity or marital status, or physical or mental disability.