

Position: Transition Coordinator

Supervisor: Coordinated Entry Program Manager

Job Summary

As a key member of the Anchorage Coalition to End Homelessness (ACEH) team, Transition Coordinators (TCs) are responsible for the implementation of Coordinated Entry. TCs collaborate with providers to identify and refer potential clients to programs and outreach clients who have a program referral. A strong candidate will have the ability to collaborate with providers at various levels and have experience working with homeless client populations, including clients with severe mental illness and a history of substance misuse.

Key Duties And Responsibilities

Daily responsibilities of a TC will include; using the Homeless Information Management System (HMIS) database to provide client referrals to providers, assess clients for program eligibility, facilitating provider meetings, and outreaching clients eligible for referrals. TCs 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 need.
- Ability to manage large numbers of clients and housing programs to ensure clients are ready when a housing unit becomes available.
- 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.

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

Partner and Provider Coordination

1. Collaborate with external agencies to build a comprehensive network of providers and partners.
2. Provide programs with appropriate client referrals from CE. Ensure that

- referrals meet client need, client preference and program eligibility.
3. Attend and facilitate meetings with landlords, case managers, and clients to review challenges and create plans for housing retention.
 4. Identify system changes needed and work collaboratively across multiple organizations and sectors to improve the system.
 5. Research best practices to determine and recommend innovative and strategic options for Anchorage's homeless system.
 6. Active engagement to 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.

Client services

7. Rapid resolution with clients to identify housing solutions, diversion and prevention options.
8. Outreach of clients in CE to ensure client readiness for housing referrals.
9. Complete data assessment tool using approved screening and assessment methods to enroll clients in the CE system.
10. Assist clients in completing or attaining required applications and documents to apply for various programs and/or meet eligibility requirements.
11. Provide light case management services, as needed, for clients unable to be served by other service and housing providers while coordinating more permanent case management solutions.

Housing Management Information System (HMIS)

12. Responsible for data entry, quality assurance, referral management, and managing other related administrative processes in HMIS.
13. Track referrals to monitor agency services and client placements.
14. Input client data into Homeless Management Information System and monitor data quality.

Qualifications

Education and Experience:

- Bachelor's degree in Social Work or a field related to the responsibilities of this position. Years of experience may be substituted for education on a year by year basis.
- Minimum of one-year experience in case management, outreach, or working within homeless services.

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- 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 or training desired upon hire.

Skills:

- Highly organized with an ability to manage multiple tasks and the referral process to multiple housing agencies.
- Ability to track, organize, and analyze data to monitor system health.
- Solutions-focused with ability to harness internal drive and innovation to present and implement solutions for systemic improvement.
- Flexible, mature, compassionate, mission driven, and able to fully support CE and the collaborative impact model.
- Ability to work as part of a community-wide team in all aspects of housing and supports. Ability to maintain professional relationships across various sectors of housing, health, and social services.
- 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.
- Possess excellent written and oral communication

Skills. Other job requirements:

Able to lift 50 lbs, valid Alaska driver's license, and access to reliable, insured vehicle to be used for work related travel in the Anchorage area.