



# PARTNERS IN CARE

Oahu's Continuum of Care

*Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.*

## JOB DESCRIPTION

**Position:** Coordinated Entry System Specialist  
**Reports To:** Coordinated Entry System Manager in consult with the Executive Director of Partners in Care  
**Type:** Full time  
**FLSA Status:** Full-time, exempt  
**Location:** Partners In Care, 200 N. Vineyard Blvd., Suite 210, Honolulu, HI 96817

**PRIMARY PURPOSE:** The Coordinated Entry System (CES) Specialist is responsible for the day to day operations of the CES administration, which is a mandate designed to ensure that all people experiencing a housing crisis are quickly identified, assessed for, and connected to housing and homeless assistance based on their strengths and needs. The goal of CES is to ensure that homeless households with the most severe service needs are prioritized for our community's scarce resources. In addition, the CES Specialist will be responsible for the following duties:

1. Administer the CES prioritization matrix outlined in PIC CES Policies and Procedures to the by-name list of all households community-wide who are experiencing homelessness in order to refer the most vulnerable and appropriate households to available community resources;
2. Facilitate community case conferencing meetings for service provider collaboration to resolve client housing barriers within each by-name list population (singles, families, veterans and youth);
3. Address barriers to program admissions, working alongside providers to oversee referral completion and ensure grant compliance;
4. Respond to community partner inquiries, phone calls, and correspondence in a timely manner, offering support and guidance in crisis situations;
5. Triage and monitor a special prioritization process for households to be considered for advancement on any category of the BNL when there is clear, documented evidence of greater need, and such advancement meets the long-term, sustainable, housing needs of the household;
6. Maintain an effective and collaborative coordination platform to ensure clients are connected to all resources they are in need of or referred to in order to sustain housing;
7. Incorporate and expand participation in CES through cultivating strong relationships with housing providers, hospital systems, Medicaid plan partnerships, Department of Education homeless liaisons, government agencies, state leadership, workforce development partners, and other community stakeholders;
8. Administer and prepare system training sessions with new and old community partners as requested;
9. Maintain training materials and CES forms;
10. Contribute to the development of a community-wide open-access housing resource repository;
11. Work collaboratively with the Homeless Management Information System (HMIS) to integrate coordinated entry and providers' needs into a high-functioning, user-friendly database;
12. Support and promote data integrity through CES operations;

13. Maintain a thorough understanding of federal and state policy regarding homeless services in Hawaii
14. Ensure compliance with all data standards (HIPAA) and provide data/information as requested;
15. Continuously look for ways to improve the system;

**OTHER DUTIES/FUNCTIONS:**

- Performs other duties as required by the position, CES Manager, Director, and the PIC Board of Directors.

*Note: PIC reserves the right to assign additional duties and to add, delete, or modify essential or marginal job functions.*

**WORKING CONDITIONS:** Indoors in air-conditioned office. With need for occasional travel to off-site meetings and community events.

**TRAVELING REQUIREMENTS**

Job requires position to occasionally travel to various program sites, company offices, and other locations for business meetings, etc. as required by the job.

**WORKING HOURS:** Monday-Friday 8:00 a.m. to 4:30 p.m.

**EQUIPMENT USE:** Frequent use of computers, printers, and other standard office equipment. Frequent use of an automated telephone system with phone messaging. Occasional use of copy machine, FAX machine, file cabinets and hand truck.

**MENTAL AND PHYSICAL DEMANDS:**

1. Duties require the use of initiative, judgment, and problem solving.
2. Interpreting policies and procedures.
3. Work under minimal supervision.
4. Requires working under deadlines and pressure.
5. Requires dealing with difficult people or situations involving complex issues.
6. Establishes and maintains cooperative and productive work relationships.
7. Requires sitting for an extended period of time.
8. Requires traveling to various business locations as required by the job.
9. May be required to lift up to 25 pounds on occasion.

**COMMUNICATION DEMANDS:** Requires communicating effectively both orally and in writing in the English language; speaking before small and large groups; giving instructions or directions to others; and seeking information from a variety of sources.

**MINIMUM QUALIFICATIONS:**

1. High school diploma or equivalent (GED) required
2. Customer service experience preferred
3. Working knowledge of homeless programs
4. Familiarity with HMIS, CaseWorthy or similar data systems a plus
5. Excellent interpersonal communication skills
6. Ability to communicate and interact with a variety of people, both externally with PIC agencies and internally with team members and other departments
7. Intermediate user of Excel
8. Strong oral and written communication skills with a diverse audience.
9. Experience with easily interacting and working with stakeholders in all parts of the community.
10. Clear pre-employment reference checks, clear driver's abstract, access to properly insured vehicle.

11. Ability to work independently as well as a part of a team, including direct work and coordination activities with the CES team, PIC Director, Board of Directors and General Membership.
12. Comfortable interacting with individuals from a variety of socio-economic, ethnic, cultural, and other demographic backgrounds.

**PREFERRED QUALIFICATIONS:**

1. Bachelor's degree from a 4-year accredited institution with a focus in Social Work
2. Two (2) years of work in social services
3. Strong background in research and analytic work
4. Knowledge and direct experience with PIC activities.
5. Working knowledge of barriers to housing and self-sufficiency challenges for individuals and families experiencing poverty and homelessness.
6. Working knowledge of and experience with the Homeless Management Information System.

**The ideal candidate will have the following skills and abilities:** Demonstrates effective verbal and written communication skills. Must have a working knowledge of the dynamics of homelessness. The ideal candidate will have the following skills and abilities: Demonstrates advanced communication skills, and the ability to communicate with all levels of management, staff, and external clients. Grant writing experience beneficial. Ability to assess needs, define content and conduct training workshops. Knowledge of Coordinated Entry is preferred. Demonstrated experience with and sensitivity to varying cultural, ethnic, and social backgrounds, values and attitudes.

- Ability to simultaneously manage multiple projects and timelines
- Advanced communication skills, and the ability to communicate with all levels of management, staff and external clients, especially those who are not well versed in computer technology
- Demonstrated ability to work with diverse community and organizational groups
- Direct service experience with non-profit serving homeless persons is beneficial for understanding the mission and scope of PIC's work.