



ECHO Position Summary

Job Title:	Coordinated Entry Intake Specialist
Department:	Coordinated Entry
Reports To:	Coordinated Entry Program Manager

The Ending Community Homelessness Coalition (ECHO) is seeking a full-time Coordinated Entry Intake Specialist to bring the Coordinated Entry (CE) process directly to the clients least likely to apply for services without affirmative direct assistance. Specialists also provide daily program level support to homeless services providers to ensure smooth communications and expectations as clients navigate across multiple agencies in their path to permanent housing.

A successful candidate will be strongly committed to working directly with hardest to serve populations, as well as demonstrating experience in working as part of a broader collaborative system across programs and agencies. Ideal candidates will share ECHO's core mission values that housing is a basic human right, that collaboration is more effective than competition, and that all individuals deserve the resources, information, and opportunity to control the direction of their own lives.

About ECHO:

ECHO is the lead agency of the Austin Travis County Continuum of Care, as well as the lead HMIS agency for the same area. One of ECHO's primary responsibilities is the ongoing development and implementation of a comprehensive, standardized, community-wide intake and assessment process called Coordinated Assessment (or Coordinated Entry). Coordinated Entry's primary goals are to simplify the process by which clients ask for assistance, to ensure assistance goes to those most in need whenever there is a shortage of resources, and to create a concrete and comprehensive list of resource shortfalls so that the community can advocate for increased funding in the most efficient and specific manner possible.

Job Responsibilities:

The CA Implementation Specialist is responsible for the following:

- A. Conduct eligibility and needs assessments with individuals and families experiencing homelessness
- B. Assist clients with planning and preparing for services that have been identified through the CE process
- C. Help clients navigate housing and support service opportunities that are not currently directly participating in the CE process
- D. Develop a practical day-to-day knowledge of how homeless services are provided in our community, both within and without the CE process
- E. Provide direct feedback on how service provision can be streamlined or improved
- F. Maintain clients' dignity and privacy while collecting the minimum amount of client-level data required to access services

- G. Enter all data into ServicePoint HMIS (the shared community database) in accordance with community data standards and rules of confidentiality
- H. Problem solve with co-located agency staff to provide CE in varying settings and situations
- I. Accompany street outreach and client engagement teams, on occasion
- J. Other duties as assigned

Qualifications:

We are seeking candidates who are flexible, driven, passionate, open-minded, client-focused, and independent, with the ability to identify and act upon client need at both the individual and community-wide level.

Education and Experience

- Education: Completion of a bachelor's degree program in Social Work or closely related field required
- Experience: At least two years working directly with people in crisis, homelessness and/or very low-income people. Relevant education may be considered as a substitute for up to six (6) months of experience. Bilingual (English and Spanish) strongly preferred.
- Possess a valid state driver's license with a clean driving record. Client transport may be necessary.

Skills and Competencies

- Computer literacy – HMIS Service Point experience preferred; Outlook, Excel, Word, PowerPoint, Google Docs.
- Evidence of ongoing training and education in related areas such as mental illness, substance abuse, racial and social justice, and/or homelessness
- Evidence of ongoing training and sound working knowledge of practical clinical skills such as:
 - Motivational Interviewing and Stages of Change
 - Harm Reduction
 - Housing First
 - Trauma Informed Care
 - Crisis De-escalation Skills
- Superior organizational skills and attention to detail
- Excellent interpersonal and communication skills
- Ability to prioritize multiple tasks and meet frequent deadlines
- Experience engaging with a diverse population and ability to respond appropriately to crisis situations
- Possess an interest in social justice and have experience doing advocacy work for underserved populations
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions
- Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust and conducting interviews in non-traditional settings and unstructured environments

Position Work Conditions, include but are not limited to:

- Frequent travel by foot, car or other means appropriate to making contact with population
- Overtime when necessary to meet project deadlines
- Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Physically able to participate in training sessions, presentations, and meetings
- Travel for the purpose of meeting with clients, training and collaborating with stakeholders, or off-site personnel/management
- Normal work hours and days assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of partner agency schedules. Position is salaried and FLSA exempt.

To Apply:

Interested candidates please submit a resume and cover letter to, our Human Resource email. humanresources@austinecho.org. **Please** put the title of the position for which you are applying in the Subject Line. Position will remain open until filled.