



## ECHO Job Description

<b>Job Title:</b>	<b>Coordinated Assessment Access Coordinator</b>
<b>Department:</b>	Coordinated Entry
<b>Reports To:</b>	Associate Director of Crisis Response system support
<b>Date Created/Revised:</b>	January 2023
<b>Starting Salary Range:</b>	\$48,750- \$58,750
<b>Position Type:</b>	Full-Time, Exempt

### **Overview**

The Ending Community Homelessness Coalition (ECHO) aims to provide dynamic, proactive leadership that engages policymakers and the community to end homelessness. ECHO is the HUD-designated Continuum of Care (CoC) Collaborative Applicant for the TX-503 Austin/Travis County area and is therefore responsible for overseeing the local planning process for the distribution of CoC Program funding and resources dedicated to ending homelessness, evaluating community needs, and coordinating plans to deliver housing and services to meet those needs. ECHO works with nonprofit partners and community stakeholders to accomplish the Homelessness Response System's (HRS) goals to end homelessness through equity-driven solutions.

### **Description of Work**

The Coordinated Assessment Access Coordinator will serve as a key member of the Crisis Response system in the Coordinated Entry department at ECHO and is responsible for providing community oversight, create and implement ways to improve the in-flow and access for clients and support providers

### **Position Summary**

The Coordinated Assessment Access Coordinator is responsible for training, coordinating, monitoring and providing ongoing support to all community coordinated assessment staff members who are officially qualified to complete the Coordinated Assessment process in Austin/Travis County. This includes supporting external agency staff who have completed the full Coordinated Assessment training process. The CA Access Coordinator is also responsible for ensuring consistent availability of Coordinated Assessment through community partners, and outreach teams.

### **Essential Functions**

Depending upon assignment, the majority of duties may include, but are not limited to:

- Monitor need, availability, and accessibility of Coordinated Assessment to clients at existing providers and identify potential areas of unmet need in the community.
- Create, support and maintain training for the coordinated assessment process
- Provide technical assistance to programs that work directly to connect individuals and families experiencing homelessness with supportive services and permanent housing opportunities



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- Provide support to community programs who are interested in learning to conduct the Coordinated Assessment process.
- Complete program reports
- Work closely and collaboratively with ECHO's Housing for Health Team to identify on-going system improvements to access the homeless response system
- Ensure that access to the homeless response system is accessible for all individuals by working with ECHO's Community Partnership and Planning team
- Conduct data quality for all community coordinated assessment providers
- Manage and support community Assessment Review requests
- Support front end providers with ongoing technical support and best practices

### **Supervisory Responsibility**

The position currently has no supervisory responsibilities.

### **Work Environment**

This job operates in both a professional office environment and remotely. Employees are required to use their personal cell phones for business purposes. Meetings may be conducted on-site, as well as in the community.

### **Physical Demands**

This is a somewhat sedentary role; however, some activities will require local commuting. Physical demands for this position include the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

### **Position Type and Expected Hours of Work**

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Position requirements may be both office and community based and may require use of personal vehicle or public transportation. Some travel is expected for this position both locally and to national conferences.

### **Minimum Qualifications and Experience**

- Two (2) years of applicable work experience and/or educational credentials to perform the above duties successfully are highly encouraged to apply in lieu of degree credentials. Lived experience may be substituted for work experience up to a maximum of one (1) year.



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### **Skills and Competencies**

- Computer literacy – HMIS Service Point experience preferred; Outlook, Excel, Word, PowerPoint, Google Docs
- Comfort in skilled facilitation of stakeholder groups and project task groups that may bring together a wide variety of agencies and community members; a skilled applicants should be comfortable with:
  - Valuing people and their ideas
  - Good communication
  - Thinking quickly and logically
  - Being both product and process oriented
- 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 building rapport in non-traditional settings and unstructured environments

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **ECHO Core Mission Values**

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.



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ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

### **To Apply**

Interested candidates are to submit the following application materials to the Associate Director of the Crisis Response System at [alesandradominguez@austinecho.org](mailto:alesandradominguez@austinecho.org): 1) resume, 2) cover letter, and 3) contact information of 3 persons who have knowledge of your character, experiences, and/or abilities and can serve as references. Position will remain open until filled. Eligible candidates may be required to complete additional job application materials.