



## COORDINATED ENTRY SUPERVISOR

<b>Position:</b>	Coordinated Entry Supervisor
<b>Summary:</b>	Supervise the Single Point of Entry and Prevention/Diversion components of the Coordinated Entry project at the Coalition for the Homeless. Performing the duties of the Single Point of Entry component.
<b>Reports to:</b>	Director of Community Coordination
<b>Direct Reports:</b>	Single Point of Entry and Prevention/Diversion staff
<b>Classification:</b>	Full-time salaried (\$35,000 - \$45,000)
<b>Minimum Requirements:</b>	Bachelor's degree in a related field or three years' experience in social services. One-year supervisory experience preferred. Familiarity with Microsoft Word, Excel, Outlook and PowerPoint and ability to understand the Homeless Management Information System. Ability to work with diverse groups. Excellent written communication skills and attention to detail.

### Duties

- Perform all duties assigned to the operation of the Single Point of Entry. Answer phones, receive walk-ins, make shelter reservations, shelter cards, refer to appropriate services, etc. as needed to provide coverage in addition to two additional staff.
- Coordinate and work with other outside agencies doing associated work.
- Supervise operations and staff of Single Point of Entry and Prevention/Diversion. Ensure seven day a week coverage of the call-in center. May be required to work some weekends.
- Ensure policies and procedures are clearly developed and carried out.
- Ensure coordination between Single Point of Entry, Prevention/Diversion and the Common Assessment components of the Coordinated Entry projects.
- Monitor expenditures to ensure all costs incurred are eligible and appropriate as dictated by program policies.
- Assist in evaluating client's situations and providing direct service.
- Educate community partners of Single Point of Entry and Prevention/Diversion project.
- Ensure project is well advertised and accessible to individuals and families experiencing homelessness regardless of race ethnicity, sexual orientation, age, disability, or language spoken.
- Enhance and modify program procedures based on analysis of program data, trends in program services and client and agency feedback.
- Track program data and performance outcomes.