



1300 S. Fourth St. #250, Louisville, KY 40208 | www.louhomeless.org

POSITION DESCRIPTION

Title: Coordinated Access Specialist

Reports to: Manager of Coordinated Entry

Direct Reports: None

Classification: Regular Full-Time Exempt

Salary Range: \$39,000 - \$42,000 annual salary

Office Schedule: Positions at the Coalition for the Homeless are currently hybrid with employees working from home up to two days a week with supervisor approval and in the office the remainder of the week. This position is expected to spend a considerable amount of time in the community working with service partners and funders addressing family homelessness.

GENERAL SUMMARY:

This position helps manage the Metro Louisville Coordinated Shelter Access office through phone and in person communication by entering data and connecting new persons to homeless shelters and services community-wide. Coordinated Access Specialists provide assessment, referral services, and short-term case management focused on preventing and diverting entry into the homeless services system.

ESSENTIAL DUTIES AND TASKS:

- Work with persons calling or presenting at the Coordinated Shelter Access to assist and verify homelessness.
- Enter data into the Homeless Management Information Systems (HMIS).
- Access written entry forms from shelters daily and enter into HMIS system.
- Check all shelter reservations daily and update as needed in HMIS system.
- Make appropriate referrals to homeless prevention and diversion services including assistance with scheduling appointments as needed.
- Short term case management in relation to temporary shelter/housing placement.
- Assist with housing navigation and/or referral for temporary shelter/housing placement.
- Make bed reservations for homeless through HMIS system.
- Complete daily check list to ensure data is maintained appropriately and accurately.
- Participate in training of shelters in the Coordinated Shelter Access system.
- Maintain list of barred clients that cannot be serviced at particular shelters.
- Maintain neat and accurate records while keeping statistical information.
- Maintaining client confidentiality.
- Develop and maintain relationships with new and existing partners across the community that can assist people in obtaining needed resources.
- Other duties as assigned.



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WORKING CONDITIONS:

This work is performed in a moderately noisy office environment. Work can be stressful and pressured by working with people in need.

EFFORT:

Sitting for long periods of time while working on the telephone and looking at a computer screen. Must be able to see, hear and speak. Movements frequently and regularly require using wrists, hands, and/or fingers.

MACHINES, TOOLS, EQUIPMENT:

Computer, printer/fax/scanner/copier, calculator and telephone.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in a related field or two years' experience in customer service or social services. Familiarity with Microsoft Word, Excel, Outlook and PowerPoint, and the ability to understand specialized databases, such as the Homeless Management Information System (HMIS). Ability to work with diverse groups. Excellent customer service, written communication skills and paying attention to detail. Must be eligible to work in the United States. A preference will be given to persons of color who are over-represented in the persons that we serve.

Reasonable accommodations may be made to those who are able to perform the essential duties of the job.

SPECIALIZED SKILLS AND KNOWLEDGE:

The incumbent must have computer skills. Experience with the following types of software and/or Windows based applications is preferred: word processing, Internet, e-mail, and Microsoft Office.

BENEFITS:

- Medical, dental (employee option), vision (employee option), life, and short-term disability insurances
- SEP/403(b) with 7% contribution
- Up to 15 days paid vacation leave in first year
- Up to 12 days paid sick leave
- Up to 10 paid holidays
- \$30/month health/self-care reimbursement.

For more details on benefits, see our [website](#).

The Coalition for the Homeless is an equal-opportunity employer. We recognize and value diversity. We make employment decisions based on each person's knowledge, skills, abilities, experience, qualifications, and job performance without discriminating regardless of their race, color, religion, age (40 and over), sex (including gender identity, sexual orientation, and pregnancy), national origin, disability, reprisal, marital status, parental status, genetic information, political affiliation, or other prohibited non-merit factors as established and required by Federal, State, and Local laws.