



POSITION TITLE: Coordinated Entry Placement Specialist

REPORTS TO: Coordinated Entry Program Manager

SALARY: \$25.00-\$25.50 per hour, DOQ; full position range \$25.00 to \$26.95 per hour.

BENEFITS: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contributions after 1 year of employment.

HOURS: Full time 35 hours per week; typically, Monday-Thursday 9:00AM – 5:00PM, Fridays 9:00-2:00PM. Occasional nights/weekends.

LOCATION: This position is based out of our West Olympia location, and may include co-locating at community partners as needed.

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, “*Working Together to Strengthen All Families and Survivors*”. Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: Family Support Center of South Sound is the lead Coordinated Entry provider, responsible for ensuring there is a high quality and functioning system for households experiencing homelessness to gain access to housing and shelter resources. The CE Placement Specialist position is responsible for supporting proper data quality across the coordinated entry system, facilitating referrals to housing and shelter providers (largely for the single adult population), supporting with case conferencing meetings, and the Built for Zero Initiative. The position may support with training providers on how to complete coordinated entry, field questions and challenges experienced by providers supporting coordinated entry, and working collaboratively with the broader team and organization to ensure the system is responsive to the needs of participants and partners.

Preferred Skills and Experience:

- Education: Associates degree or equivalent experience
- Experience: Data entry or related office experience and at least one-year experience working in a social service environment
- Ability to write and speak effectively with all audiences
- Strong communication and interpersonal skills
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs as well as Google Drive programs
- Experience with HMIS database and other electronic client tracking systems such as Apricot and/or Ragic
- Local work experience; familiarity with Thurston County social service organizations
- Experience working with diverse populations
- Ability to sort and analyze data, create dashboards and reports

Licenses and Other Requirements:

- Ability to pass a comprehensive background check

Primary Responsibilities:

- Support the Coordinated Entry team and Program Manager in ensuring community providers completing CE packets are trained, aware of the current process, and challenges, questions, or issues are addressed.
- Support with the review and processing of intake packets submitted from community partners, and follow up with partners as needed to ensure packets are complete and all required information is provided.

- Complete data entry, ensuring households information is entered into HMIS and the appropriate CE database ensuring proper data quality and timeliness.
- Update data within the CE databases to ensure that the master lists are current and contain sufficient information to make appropriate and timely referrals to services.
- Provide management of the master list(s) (primarily single adult population based) to ensure households remain active, housing statuses are updated and correct, and moving households off of the list as they secure housing.
- Work with applicable FSC Program Managers to ensure placement from family and DV master lists to applicable programs, ensuring placement across all populations is consistent.
- Collaborate with the CE Program Manager and broader team to ensure communication with community partners who accept referrals from the CE system is maintained, and as a team sustaining knowledge of program requirements, placement needs and availability of services.
- Utilize the master list to identify the highest scoring, eligible and interested households to refer to available resources. Make or identify a CE staff person to make contact with clients who are next on the list for programs as provider's request referrals; utilize client's associated provider information to also reach out to increase success in locating clients to receive placements.
- Remain aware of any bypass of the list approvals and ensure all bypasses are accounted for when making referrals to providers; stay in communication with CE Program Manager regarding bypasses as needed.
- Provide partner organization with the name, HMIS #, contact information, and any other pertinent information for each referral. Ensure Release of Information's are followed, as well as any applicable care collaboration agreements.
- Communicate regularly with partner agencies seeking information about placement on master list, referrals available, client eligibility, etc. Respond to partner requests within 2 business days.
- Schedule households eligible for coordinated entry with intake/assessment as needed.
- Follow up with partners to identify referral outcomes; request written documentation of reason for denials.
- Ensure applicable HMIS data entry is completed timely, including working to keep the list accurate within the system, logging the referrals made and placement outcomes, and supporting with the HUD APR for the CE program.
- Attend the monthly CE committee meeting. Support the CE Program Manager in reporting out on bypasses, denials, and side doors to the system.
- Support the weekly Name by Name meeting by ensuring the top households are identified, information is updated on the applicable spreadsheets, and staff and partners have a correct accounting of who's at the top of the various lists. Work with CE team to ensure applicable sheets are updated in real time.
- Provide accurate and timely CE data as requested by Program Managers, County staff, Development team and coordinated entry committee.
- Participate in necessary trainings and continuing education opportunities as directed by supervisor.
- Represent Family Support Center at community meetings such as Coordinated Entry Committee, Name by Name, Built for Zero, etc.
- Work alongside Built for Zero Coordinator, CE Program Manager, and other applicable partners as it relates to the BFZ initiative, maintaining an overall system wide awareness of gaps, successes, challenges, and support with various tests for change.
- Participate in agency's on-call rotation to provide backup support to volunteers in evenings; approximately 1-2 weeks per year.
- Other duties as assigned.

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references (email and phone preferred) to [hiring@fscss.org](mailto: hiring@fscss.org) or fax documents to 360-943-1139 ATTN: Hiring, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls.

Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.