



JOB TITLE: Coordinated Entry Special Populations Coordinator

DEPARTMENT: Coordinated Entry

REPORTS TO: CoC Coordinated Entry Director

DIRECTLY SUPERVISES: None

FLSA: Nonexempt

SUMMARY: The Coordinated Entry Special Populations Coordinator is responsible for the ongoing implementation, evaluation, and oversight of the Coordinated Entry System (CES) as it pertains to Domestic Violence. This role involves working closely with agencies within the Memphis/Shelby County Continuum of Care's Special Populations CES and providing technical assistance and training to staff at partner agencies serving victims of violence. The position also facilitates work groups, manages meetings regarding CES, and creates reports to evaluate system performance and effectiveness.

DUTIES AND RESPONSIBILITIES:

- Develops, initiates, and oversees the daily operations of the Special Populations CES and its related activities.
- Directs the development and implementation of an equitable and inclusive CES that focuses on Victims of Violence and Victim Service Providers.
- Ensures compliance with data, technical, and safety standards while using the Comparable Database (CBD) for client data management.
- Plans, coordinates, and assists with special events, including Project Homeless Connect and the Annual Point-in-Time count.
- Builds and maintains a thorough understanding of HUD requirements for Coordinated Entry across all populations.
- Conducts ongoing reviews and analysis of research and literature related to homelessness and special needs populations.
- Provides staff support and technical assistance to the Memphis/Shelby County Homeless Consortium, its active committees, and the Governing Council.

- Assesses the training needs of the Continuum of Care (CoC), designs comprehensive training plans, and coordinates or facilitates training sessions for partner agencies and staff.
- Builds and maintains relationships with system partners to improve coordination, access, and referrals within the CES, with a particular focus on Victim Service Providers, Domestic Violence coalitions, and service organizations.
- Attends relevant trainings and conferences to enhance knowledge and expertise in CES and related fields.
- Acts as staff support for Coordinated Entry, Outreach Committee, Special Population meetings, and other relevant meetings as needed.
- Collaborates closely with CoC partners and Community Alliance for the Homeless (CAFTH) employees to ensure effective partnerships and operations.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA) from a four-year college or university preferred in a field of human services, or two years of related experience and/or training, or equivalent combination of education and experience.
- Previous experience working with/or on behalf of special populations, including but not limited to DV/IPV/HT, Criminal Justice, Medically Fragile, elderly, etc.
- Certificates, Licenses and registrations required:
 - Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.
- Other skills required:
 - Knowledge and experience in the use of computer-based systems.
 - Demonstrated research ability identifying, locating, and accessing local, statewide, regional and national statistics, studies, and research publications on homelessness and related issues, both primary and secondary.
 - Demonstrated analysis/interpretation of data, statistics, and information resulting from research.
 - Demonstrated successful grant writing experience to HUD and other Federal Agencies.
 - Grant administration experience including familiarity with reading and interpreting Federal regulations and guidelines.
 - Passion for combating homelessness, domestic violence, substance abuse, and mental illness.
 - Ability to maintain a positive approach with community partners.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ACKNOWLEDGEMENT – SPDCIAL POPULATIONS COORDINATED ENTRY
COORDINATOR**

I have read the foregoing job description and understand the responsibilities of the job.
I agree that I am able to perform the essential duties of this position.

Employee Name

Supervisor Name

Employee Signature

Supervisor Signature

Date Signed

Date Signed

June 2021