

Job Description

Position Title: Coordinated Entry Specialist

Reports to: Director of Homelessness Initiatives, United Way of Denton County

General Description:

Coordinated Entry (CE) is a process through which persons experiencing homelessness are assessed for their housing needs and referred to the most appropriate housing intervention available. Through CE planning efforts, stakeholders throughout Denton County work collaboratively to quickly identify and connect persons experiencing homelessness to housing in a manner that promotes long-term housing stability. The Coordinated Entry Specialist will provide technical and training support to human services agencies as it pertains to process implementation and database utilization, and support the maintenance and improvement of homelessness data and CE processes throughout Denton County.

Responsibilities:

- Process Implementation & Improvement
 - Promote Denton County's Coordinated Entry process with stakeholders throughout the community
 - Provide training and support to housing and homeless agency staff as it pertains to CE
 - Individual and group training in CE Workflow and VI-SPDAT assessment tool
 - Manage by-name list of those experiencing homelessness.
 - Convene and facilitate case conferencing meetings.
 - Perform tasks as requested by case conferencing participants
 - Research ways to improve Denton County's CE process, including policies and procedures, and implement
- Data Maintenance
 - Liaison between Denton County human services agencies and the Texas Homeless Network for all issues concerning the Homelessness Management Information System (HMIS)
 - Develop and maintain tools to track System Performance Measures identified by the Denton County Homelessness Leadership Team and its collaborative partners
 - Collect, enter and analyze and report on county-wide homelessness data
 - Identify and evaluate the adequacy of necessary and potential data sources for the evaluation and performance measurement at regional systems level, as well as for participating human service agencies
 - Create and maintain data visualizations that highlight meaningful data
 - Design, create and manage new data sets replicating other national or regional performance indicator and measurement projects
 - Other duties as assigned

Qualifications:

- Bachelor's degree in social work or closely related field
- Experience working in area of social services or intensive customer service
- Experience utilizing customer relationship management database software systems a plus
- Experience developing and implementing processes across multiple entities
- Experience conducting data-focused social and behavioral human service program performance measurement and evaluation
- Strong oral and written communication skills including experience making formal presentations to diverse audiences, strong problem solving and interpersonal skills; ability to work independently and as part of a team.

Job Description

Position Title: Landlord Outreach Specialist

Reports to: Director of Homelessness Initiatives, United Way of Denton County

General Description:

The Landlord Outreach Specialist's goal is to increase access to private market owned rental property for persons moving from homelessness to permanent housing throughout Denton County and provide individual housing location for participants in various housing programs. The LOS will provide ongoing support and customer service to landlords to balance the interests and expectations of varying stakeholders. Anticipating future trends in housing and identifying traditional and non-traditional housing options will also be responsibilities of the LOS, as well as providing administrative support to programs by maintaining files, entering data, and completing required documentation.

Responsibilities:

- Establish relationships with landlords to assist in locating appropriate housing for clients who may have multiple barriers to obtaining permanent housing
- Maintain landlord relationships and develop/maintain database on properties and landlord contacts
- Develop outreach materials and agreements with landlords that will provide rental units to help homeless young adults access and maintain permanent housing
- Work with providers to identify and leverage clients' strengths as part of housing location and support to help clients achieve their self-defined goals and maintain stable housing
- Collaborate with various community programs and agencies to advocate for client population needs and provide referrals
- Communicate regularly with housing case managers to support housing placement efforts
- Develop/coordinate training events for landlords
- Maintain statistics and provide reports monthly
- Participate in community meetings related to housing

Qualifications:

- Bachelor's degree in social work, administrative or closely related field
- Experience working in area of social services or intensive customer service
- Experience locating housing for households experiencing homelessness or other disadvantaged populations, OR
- Experience working in property management, leasing, marketing, or sales
- Experience conducting data-focused social and behavioral human service program performance measurement and evaluation
- Strong oral and written communication skills including experience making formal presentations to diverse audiences, strong problem solving and interpersonal skills; ability to work independently and as part of a team.