



INLAND EMPIRE UNITED WAY CES MANAGER

Inland Empire United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, IEUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. IEUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

Program Description

Inland Empire United Way's 211 San Bernardino County provides easy access to accurate and comprehensive resource information & referrals for the residents of San Bernardino County, provides public information support during disaster, and answers several specialized lines such as Child Abuse Reporting, Reentry, Homelessness, and after hours calls for other agencies. It is the trusted source of verified health and social service information, designed to assist people in overcoming barriers. 211 has been awarded funding to manage a countywide Coordinated Entry System (CES) since 2016.

Position Overview:

The CES Manager, under the purview of the 211 Director, will manage all aspects the CES. He or she will coordinate closely with the 211 Operations Manager and the Continuum of Care (CoC) agencies and administrators, and will ensure compliance with Housing & Urban Development (HUD) program goals. The successful candidate is responsible for coordinating the functions of the CES: identifying, assessing, communicating with other agencies about, and directing the assistance for, people experiencing housing crises. The CES Manager will be responsible for continually evaluating and improving CES operations. This full-time exempt position is funded through July 2021 and carries the possibility that it may be renewed if further funding is obtained. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. The availability of grant funds does not guarantee continued employment. This position reports to the Operations Manager.

Essential Functions – 85%

- Attend appropriate meetings with CoC providers, Emergency Solutions Grant (ESG), Housing Disability Advocacy Program (HDAP), county homeless committees and collaborations, administrators and stakeholders, and others, representing IEUW & 211 for planning & accountability
- Collaborate by partnering with the Continuum of Care (CoC), Emergencies Solutions Grant (ESG), non-profit, community groups, Faith base groups, state agencies, county agencies, public services agencies and with over 50 programs to implement the county-wide Coordinated Entry System (CES)
- Maintain current CES system to continue implementing a systematic approach to address and track homelessness in San Bernardino County
- Develop partnerships to identify additional funding, grants, and sponsorships
- Develop and conduct public presentations to local governing bodies, as well as new or existing non-profit, city round tables and homeless outreach programs
- Develop training materials in collaboration with Office of Homeless Services in San Bernardino County and provide workshops to promote understanding of the barriers and system approaches to addressing homelessness in San Bernardino County
- Analyze data and provide statistics of the population we serve by identifying gaps in the system and advocating for increased funding across all borders of government, non-profit, faith-based and private entities to accomplish successful outcomes
- Maintain case conference clients with permanent supportive housing programs, rapid re-housing programs and community programs to find solutions for clients facing homelessness
- Meet with current housing and bridge housing providers as needed to monitor, evaluate and improve CES operations
- Coordinate CES operations with 211 Careers, 211 Reentry and other internal programs as appropriate
- Train, monitor, and evaluate CES staff, interns and volunteers

- Create and perform or oversee regular and systematic Quality Assurance processes
- Coordinate staff interactions with Housing Search Specialists, Case Managers and others to ensure smooth and efficient operations throughout the entire CES system

Secondary Functions – 15%

- Create regular reports to HUD, CoC administration, ESG Administration, HDAP Administration, San Bernardino County Project and 211 Director as required
- Work closely with Finance Department to generate monthly billing
- Other duties as assigned

Physical Requirements

The physical demands described here are a representation of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation to individuals with disabilities to enable them to perform essential functions may be available. While performing the duties of this job, the employee will be required to use machinery such as the telephone, computer, fax machine, and copier. The employee will be frequently sitting, walking, standing and/or carrying objects up to 25 pounds; the employee may also be required to drive for various periods of time. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus due to the regular activities of typing, screen monitoring, and computer usage.

Qualifications

- A passion and desire to work toward ending homelessness
- Bachelor's Degree or at least 2 years of professional experience in the human services field, with experience serving homeless families
- Extensive experience with relevant project management or similar
- Personal experience in dealing with homelessness a plus
- Minimum 2 years' experience in a managing or leadership role overseeing staff
- Knowledge of homeless housing programs such as Emergency Shelters, Rapid Re-housing and Permanent Supportive Housing in San Bernardino County desirable
- Must be able to communicate with all types of personalities and have excellent networking skills
- Must be comfortable presenting to large audiences
- Budgeting experience preferred
- Excellent writing skills required, including correct grammar and ability to summarize
- Excellent computer skills required including competency with MSOffice - Knowledge of HMIS is preferred
- English/Spanish bilingual preferred but not required
- Must have reliable transportation, a valid California Driver's License and the minimum personal liability insurance coverage required under California law and IEUW insurance carriers

Salary Range and Benefits

Wages: \$54,080 annual salary, payable bi-weekly. Benefits include vision, dental, medical, life, AD&D and long term disability insurance, 11 paid holidays, accrued vacation and sick-leave.

To be considered, resumes and cover letters must be submitted to careers@ieuw.org. You will receive an automated reply upon submission. ***Only those passionate about helping move our mission forward need apply!***

"Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results."

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