

**INLAND EMPIRE UNITED WAY
HOUSING ASSESSMENT OUTREACH COORDINATOR
JOB SUMMARY**

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, Heart Disease Resources, 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).

Position Overview:

The Housing Assessment Outreach Coordinator, under the guidance of the Housing Coordination Supervisor, will focus on the coordination of clients into housing programs. The Coordinator will work directly with individuals who are homeless or facing homelessness, either in person or by phone as necessary, to conduct assessments; and will work closely with existing outreach agencies and activities in the community to facilitate the search for and placement of those experiencing homelessness into available housing programs. The Coordinator will provide Intake and coordination services through the use of such programs as the Homeless Management Information System (HMIS) and the Coordination Entry System (CES), and to connect ESG-eligible individuals meeting the "homeless" and "at risk of homeless" definitions to homeless services and providers; if housing is not immediately available, will work to identify and secure interim shelter. This part-time non-exempt position is funded through December 2019 and carries the possibility that it may not be renewed if further funding is not 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.

Essential Functions: - 85%

- Develop and execute client-centered strategies to assist people who are experiencing homelessness or a housing crisis in person and/or over the phone
- Assess eligible persons with prescreening tools such as iCarol and VI-SPDAT, either in person or over the phone
- Match individuals experiencing homelessness to available programs through direct referrals when possible or provide mainstream resources by utilizing diversion tools
- Provide clients with preliminary assistance by becoming "document ready" or satisfying immediate needs such as food, clothing, hygiene and other basic items; identify other community resources and provide referrals to housing, medical and mental health services
- Provide in-person assistance, including escorts and facilitating smooth transition ("warm handoffs") to other service and housing providers
- Advocate with other agencies for individuals to receive necessary services and housing
- Respond to calls from stakeholders and partners involving concerns about homeless persons in need of assistance

- Conduct client follow-up
- Attend case conferences, community meetings, and/or any housing meetings as assigned by Supervisor
- Mentor Interns, volunteers, community workers or other personnel assigned to the Coordinated Entry department
- Record clients information in various systems including, but not limited to, iCarol, HMIS, and Excel spreadsheets
- Process referrals to housing partners following determination of eligibility and availability of housing, focusing on hardest to serve/most vulnerable populations
- Maintain performance parameters and learn through various means to gain appropriate knowledge of housing programs and services

Secondary functions – 15%

- Reports and feedback
- Other duties as assigned

Qualifications

- Experience working in homeless outreach or providing direct services to persons experiencing homelessness or two years of comparable work experience
- Compassionate and non-judgmental, with tact and courtesy in expressing options or ideas
- Ability to recognize opportunities to enhance community relations
- Call Center experience preferred
- Knowledge of a local Homeless Information System preferred not required
- Applicant must have a passion and desire to work toward ending homelessness
- Knowledge of local resources and HUD regulations preferred but not required
- Knowledge of mental health and substance abuse clinical skills preferred but not required
- Excellent writing skills, including correct grammar and ability to summarize, is mandatory
- Proficient computer skills, including competency with MS Office and working with a variety of programs
- English/Spanish bilingual preferred
- 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

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.

Salary Range and Benefits

Wages \$16.50/hour, \$17.00/hour if bilingual English/Spanish, payable bi-weekly. Benefits include accrued sick-leave the option to participate in a 403(b) retirement plan.

If interested, please send resume and cover letter to Marisela Manzo, mmanzo@ieuw.org. No calls or agencies, please.

“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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