**UNITED WAY OF THE MIDLANDS**

**POSITION DESCRIPTION**

**Updated: 11/21/24**

**Position Title: Coordinated Entry Specialist**

**Department: Community Impact**

**Supervisor: Director, Continuum of Care**

**Position Status: Regular, Full-Time Subject to an Annual Review**

**Job Classification: Exempt**

In compliance with the Fair Labor Standards Act, this position is classified as an exempt position and the employee is not eligible for overtime. Some evening and weekend hours may be required.

**POSITION SUMMARY**

United Way of the Midlands (UWM) is the most collaborative, efficient and accountable model for investing in the improvement of the Midlands community. With nearly 70 Community Impact Partners, United Way works to identify and respond to the critical human service needs of Calhoun, Fairfield, Lexington, Newberry, Orangeburg and Richland counties. UWM is committed to creating generational change by breaking cycles of crisis and empowering people to build their own paths to success. For more information, please visit [uway.org](http://www.uway.org/).

United Way’s Community Impact Department is a dynamic and diverse group of professionals working to improve the quality of life in the Midlands. We enlist an extensive network of community partners and volunteers to make positive, sustainable changes in the lives of the people we serve. We manage grant funding and relationships with partners, directly operate community interventions, and provide thoughtful leadership in health and human service content areas.

United Way of the Midlands serves as the lead administrative agency for the 13-county homeless federal Continuum of Care (Midlands Area Consortium for the Homeless, MACH) in central South Carolina and operates the continuum’s electronic client management database.

The Coordinated Entry Specialist is responsible for managing the intake, assessment, and referral processes for individuals and families experiencing homelessness. This position serves as a key point of contact for those seeking assistance, ensuring that clients are connected to the appropriate resources and services based on their needs in a timely manner. The specialist plays a crucial role in the effective operation of the Continuum’s Coordinated Entry System (CES), which aims to streamline access to housing and supportive services while eliminating barriers and ensuring equitable access for all. The position is office based and located in Columbia, South Carolina.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Coordinate Client Intake & Assessment Across Agencies**

* Conduct trainings on thorough intake interviews with individuals and families experiencing homelessness and administering standardized vulnerability assessment tools to evaluate the client’s needs, vulnerabilities, and eligibility for housing and services.
* Identify gaps in services and suggest improvements for the Coordinated Entry System.
* Coordinate referrals to appropriate housing programs, shelters, healthcare, mental health services, substance abuse treatment, employment services, and other social support systems.
* Work closely with local service providers, government agencies, and housing programs to ensure a smooth transition for clients into services and housing.
* Lead case conferencing to strengthen partnerships with service providers and stakeholders and ensure client placement into housing opportunities according to standardized procedures.
* Represent the organization at local coalition meetings, workshops, and trainings to stay informed on best practices, resources, and changes in homelessness services.

**Data Management & Reporting:**

* Monitor use of Prioritization Listing and Coordinated Entry System policies and procedures throughout the Continuum of Care.
* Monitor progress of clients through the referral process and HMIS data collection to ensure continued engagement and support, and timeliness of response.
* Prepare regular reports on the progress and outcomes of the Coordinated Entry System, including data on client demographics, needs, and service utilization.
* Ensure all data entry is accurate, timely, and adheres to the guidelines set by funders and governing bodies.

**Annual Point in Time Count**

* Coordinate annual point-in-time count with county level volunteer coordinators using approved methodology.
* Manage count budget, coordinate annual supply drive and organization of incentive bags for participants.
* Coordinate promotion of the count and manage trainings for county-level coordinators and their volunteers.
* Engage outreach workers, people with lived experience, service providers, law enforcement, youth and other community stakeholders in count planning and implementation.

**Coalition Support**

* Serve as staff lead for central Midlands Chapter of the Homeless Coalition.
* Manage MACH website and listserv updates.
* Support MACH and local homeless coalitions, as needed.

**REQUIRED & PREFERRED QUALIFICATIONS**

**Required**

* Bachelor’s level degree in human services, health field, or related field with at least three years of experience in non-profit or local government setting.
* Grants development or grants management experience.
* Strong organization, project management, facilitation, and communication skills.
* Ability to quickly learn databases and HUD regulations.
* Strong skills in Office products such as Word, Excel, PowerPoint, and Access. Additionally, experience with social media platforms is required.

**Preferred**

* Master’s level degree in human services, health field, or related field with at least three years of experience in non-profit or local government setting.
* Experience working with homeless programs and/or homeless service providers.

**SUPERVISOR AND/OR CONTACT INFORMATION**

Brandi Ross

Director, Continuum of Care

United Way of the Midlands

1818 Blanding Street

Columbia, SC 29201

Qualified and interested applicants should apply at [applicant@uway.org](mailto:applicant@uway.org).