

The Regional Task Force on the Homeless (RTFH) is a nonprofit organization. On behalf of the Continuum of Care (CoC), RTFH manages our region's Homeless Management Information System (HMIS); a secure online city and countywide database that enables service providers to manage their program services. The HMIS includes the Coordinated Entry System (CES); a client-centered process that streamlines access to the most appropriate housing intervention for each individual or family experiencing homelessness. RTFH also coordinates the annual Point-in-Time Count in January. Approximately 1800 volunteers are trained and deployed throughout San Diego County to count and interview homeless persons who are unsheltered.

Seeking a **CES Housing Referral Specialist** to join the RTFH team.

**ESSENTIAL FUNCTIONS:**

- Ensures that available housing resource are matched to appropriate clients as quickly and efficiently as possible.
- Matches individuals and families to appropriate housing using the CES program in ServicePoint.
- Notifies identified Housing Navigator and Housing Provider that a match has been made.
- Tracks and reports on accepted and declined matches.
- Performs data entry as required.
- Confirms housing placements.
- Provides on-going matching support to CES participating agencies.
- Coordinates with the CES Data Analyst to run data quality reports to ensure agencies are entering data correctly.
- Responds to telephone and Zendesk requests for CES guidance as appropriate.
- Builds relationships with Housing Providers, Housing Navigators and other CES staff to ensure effective, efficient functioning of CES program.
- Works collaboratively with stakeholders and others to maintain CES.
- Attends project meetings, trainings and other meetings as assigned.
- Performs additional duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

*Knowledge of:*

- Continuum of Care (CoC) objectives and strategies
- General understanding of the HMIS, from both an operational and end-user perspective
- Data Management
- Office software suite
- Telephone, office, and online etiquette

*Excellent Skills in:*

- Attention to detail and organization
- Oral and written communication
- Customer service and relationship building
- Presentation and training

*Ability to:*

- Meet critical deadlines
- Design and produce project documentation
- Solve complex problems and issues individually or as part of a team
- Interpret and accurately implement a variety of instructions and regulations
- Communicate effectively with persons of various social and economic backgrounds, including homeless
- Work independently with minimal supervision

**EDUCATION AND EXPERIENCE:**

*Qualifying education/experience:*

1. A Bachelor's degree from an accredited U.S. college or university or a certified foreign studies equivalency in Social Services, or related field, AND, two (2) years of experience working with homeless or underserved population and within a large database. Specific experience with ServicePoint, the regional HMIS, is preferred. Plus, understanding of San Diego homeless and housing providers, knowledge of CES and HUD preferred.

**OR**

2. A minimum of three (3) years of professional experience in community development, homeless or other housing programs, AND, two (2) years of experience working with homeless or underserved population working within a large database. Specific experience with ServicePoint, the regional HMIS, is preferred. Plus, understanding of San Diego homeless and housing providers, knowledge of CES and HUD preferred.

Note: Experience working with nonprofit organizations, government agencies, and/or community collaborations is a plus.

Full-time non-exempt position at the hourly rate of \$18.00 - \$19.00. Benefits package includes medical, dental, vision, chiropractic, and life insurance, SIMPLE IRA, and paid time off.

Our organization offers a casual work environment with a talented and friendly team.

If you are qualified and interested in this position, please reply to this post. Send a cover letter, resume and pay requirements. Be sure to include the job title in the subject line of your email.

RTFH is an Equal Opportunity Employer.