



## **CES SYSTEMS SPECIALIST**

The Regional Taskforce on the Homeless (RTFH) is a non-profit membership organization with a 31 member Board. We are the homeless policy expert and lead coordinator for the introduction of new models and implementation of best practices for the San Diego Region. We provide essential data and insights on the issue of homelessness, informing policy and driving system design and performance. This includes managing the Homeless Management Information System, conducting the Annual Point-In-Time Count, and implementing the Coordinated Entry System.

The RTFH is the regional Continuum of Care (CoC), an integrated array of stakeholders tasked with strategic planning and coordination of resources to strengthen our collective impact. Leveraging the comprehensive resources of the CoC, the RTFH has become a singular organization with a singular vision: to end homelessness in the San Diego region.

### **PURPOSE:**

The CES Support Specialist works as a member of San Diego's Homeless Coordinated Entry System (CES) to assist the CES staff in the daily operations in order to connect homeless individuals and families to appropriate and available housing resources.

The CES Referral Specialist works as a member of San Diego's Homeless CES to assist with connecting homeless individuals and families to appropriate and available housing resources. The CES Referral Specialist utilizes Clarity, the software program that serves as the region's Homeless Management Information System (HMIS) to support CES staff in the referral process.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Knowledge of housing and support resources within the continuum of services in each region to identify gaps and resources. Develop and track metrics to measure broad community outcomes focused on ending homelessness.
- Maintain confidentiality and privacy standards of service-partner protected health information and other applicable information and material in accordance with agency policies, and applicable regulations and laws, including HIPAA.
- Provide system guidance/support and planning for the Housing and Urban Development mandated programming, such as Coordinated Entry System and Homeless Management Information System (HMIS).
- Responsible for vetting clients prioritized for available housing resources through data analysis, provider contact and client contact.
- Maintains timely and accurate documentation of service delivery and client progress in the HMIS.
- Assists in coordinating services for clients and makes referrals to community resources.
- Responds to telephone, email and Zendesk requests for CES guidance as appropriate.
- Builds relationships with Housing Providers, Access sites and other CES partners to ensure effective, efficient functioning of CES program.

- Maintaining email lists and other contact information, such as, Access Points, Housing Providers, Outreach Workers etc., and sending CES updates as directed by CES Managers.
- Researches HUD, NAEH, and other well-known best practice entities to inform scope of work.
- Attends project meetings, trainings and other meetings as assigned.
- Performs data entry as required.
- Assists CES Management team in daily operations as needed.
- Perform other related duties as assigned or required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

*Knowledge of:*

- Continuum of Care (CoC) objectives and strategies
- General understanding of the HMIS and CES, 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
- Time Management
- Customer service and relationship building
- Presentation and training

*Ability to:*

- Meet critical deadlines
- 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 Agency leadership, service providers, and individuals experiencing homelessness.
- Work independently with minimal supervision.

**EDUCATION AND EXPERIENCE REQUIRED:**

*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 Clarity, 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 two (2) years of professional experience in community development, homeless or other housing programs, AND, one (1) year of experience with homeless or underserved populations and working with a large data base. Specific experience with leading trainings, case conferencing, Clarity, or a regional HMIS, is preferred. Plus, understanding of San Diego homeless and housing providers, knowledge of CES and HUD preferred.

**PHYSICAL DEMANDS:**

The physical demands here are representative of those met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to hold objects, writing instruments, the telephone, or files; and talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to chemicals such as cleaning supplies and office products. The noise level in the work environment is usually moderate. The temperature in the work environment is maintained at a reasonable level.

Full-time non-exempt position within the salary range of \$18.00 - \$19.25. Benefits package includes medical, dental, vision, and life insurance, SIMPLE IRA, and paid time off.

Our organization offers a business 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 with pay requirements and resume to [jobs@rtfhsd.org](mailto:jobs@rtfhsd.org)**. Be sure to include the job title in the subject line of your email.

RTFH is an Equal Opportunity Employer.