

Status: Non-Exempt

Pay Range: \$24.00-\$26.00 hour

Reports to: Chief Data Officer

CES Community Liaison

Since our founding nearly 40 years ago, the Regional Task Force on Homelessness (RTFH) has evolved from a task force created by the Mayor of San Diego into a robust nonprofit organization with a community of partners committed to preventing and ending homelessness. Serving as a homeless policy expert, RTFH is the lead coordinator for creating and implementing new models and best practices to address homelessness across the San Diego region. RTFH also serves as the designated Continuum of Care (CoC) lead agency for the region, as designated by the U.S. Department of Housing and Urban Development (HUD). In this role, RTFH administers federally required activities such as the Homeless Management Information System (HMIS), Coordinated Entry System (CES), Point-In-Time (PIT) Count, serves as the CoC Collaborative Applicant, creates, and oversees standards for best practices and staffs the CoC Board, committees, and membership.

PURPOSE

The CES Community Specialist/Liaison will report directly to the Senior Program Manager- CES and Housing Strategy and support the effective implementation and coordination of the Coordinated Entry System (CES) within the homeless services continuum by providing training, technical assistance, and system-level support to ensure consistent access to housing resources. This role fosters collaboration among service providers, ensures compliance with federal and local mandates, and contributes to the continuous improvement of systems aimed at ending homelessness through data-informed practices and strong cross-agency partnerships.

ESSENTIAL FUNCTIONS

- Collaboratively deliver training on the Coordinated Entry System (CES) and its five core components to strengthen shared understanding and implementation across the system.
- Partner with provider teams to offer onsite shadowing and real-time training, supporting staff development and CES fidelity as needed.
- Coordinate, facilitate, and actively participate in case conferencing sessions, fostering collaborative problem-solving and client-centered planning.
- Cultivate strong relationships with housing providers, access points, and CES partners to support a seamless and effective housing coordination process.
- Engage in the review of clients prioritized for housing by analyzing data and collaborating directly with providers and clients to ensure appropriate resource alignment.
- Maintain a strong understanding of the housing and support landscape across the continuum of care, identifying service gaps and supporting resource mapping efforts. Track system-level outcomes to evaluate impact and progress toward ending homelessness.
- Support planning, implementation, and continuous improvement of CES in alignment with HUD guidelines and community needs.
- Promote data integrity and system quality by working with providers to ensure accurate documentation in HMIS and supporting efforts to correct or improve data quality.
- Serve as a responsive CES resource, addressing provider and partner questions through phone, email, and Zendesk communications.
- Maintain and update contact lists (e.g., Access Points, Housing Providers, Outreach Workers) and distribute CES updates to support systemwide communication.

- Engage in ongoing learning by researching guidance from HUD, the National Alliance to End Homelessness, and other leading organizations to inform best practices and strengthen service delivery.
- Actively participate in project meetings, trainings, and other collaborative convenings to stay informed and aligned with team and system goals.
- Support administrative functions, including data entry, to ensure timely and accurate information management.
- Perform other related duties as assigned or required

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Excellent written, oral, and interpersonal communication skills. Including public speaking skills and the ability to develop and deliver high quality presentations.
- Strong interpersonal skills with the ability to communicate effectively with people from diverse racial, ethnic, socioeconomic, and gender backgrounds;
- Strong analytical writing skills and oral communication skills
- Building solid relationships through effective interactions with the public and stakeholders;
- Flexibility, professionalism, a high proficiency in multi-tasking and coordinating multiple projects simultaneously are highly valued attributes. Must possess project management skills;
- Must possess the ability to maintain confidentiality, care, and maturity in dealing with complex issues;
- Must possess a collaborative and transparent approach to problem-solving and teamwork.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for effectively representing RTFH in contacts with internal and external partners.

Ability to:

- Work independently and use self-evaluation to inform and guide actions.
- Perform difficult administrative work and operational tasks involving the use of independent judgment, analytical skills and personal initiative.
- Bring strong organization and attention to detail, and a desire to seek out and create effective solutions to challenges.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications.

EDUCATION AND EXPERIENCE

A bachelor's degree from an accredited four-year college or university with major coursework in Community Development, Social Work, Public Administration, Urban Planning, Human Services, or a related field is preferred.

Relevant professional experience may be substituted for educational requirements on a year-for-year basis, particularly experience in homeless services coordination, housing navigation, or system-level program implementation.

- **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**
- This position must be based in the San Diego region, as local knowledge and in-person collaboration with providers and system partners are essential.
- While many office-based tasks may be conducted remotely or at the RTFH Office, this role is expected to include regular field work, including onsite support, training, and meetings at provider locations throughout the region.
- RTFH provides all employees with the necessary technology and supplies to support remote work when appropriate.
- Benefits package includes medical, dental, vision, and life insurance; SIMPLE IRA retirement plan; and paid time off.
- 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 may occasionally be exposed to chemicals such as cleaning supplies and office products. The noise level in the work environment is typically moderate. Temperature is maintained at a comfortable level.
- Appointments are generally made between the minimum and midpoint of the salary range, based on qualifications.
- RTFH is an Equal Opportunity Employer and values diversity in its workforce and across its programs.