# Position Title: Coordinated Entry Assistant Manager 04/02/15

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**Department:** IMPACT 2-1-1

**Reports to: Coordinated Entry Program Director**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

# Position Summary

# Provide quality professional services to internal and external customers with IMPACT 2-1-1. Implement IMPACT's philosophy of teamwork, customer service, and value added, in the call center and in the community.

The Assistant Manager will oversee the day-to-day operations of Coordinated Entry by working closely with the IMPACT 2-1-1 CRS staff, including running daily reports, working as the primary referrer to shelter and obtaining bed counts. The Assistant Manager will be fully trained in the use of the Wisconsin HMIS database and will be responsible to make certain all information entered into that database is done correctly by the IMPACT 2-1-1 Community Resource Specialists.

This position coincides with regular duties as a Community Resource Specialist. When duties as the Assistant Manager are fulfilled for a work shift or work day Assistant Manager will complete assignments and duties as a regular Community Resource Specialist.

The Assistant Manager will serve as back up and support to the Program Director as liaison to the homeless shelter providers in Milwaukee County and IMPACT 2-1-1 and its’ staff when the Program Director is unavailable. This position will attend monthly CoC meetings as well as other systems meetings as assigned by the Program Director. There is a special emphasis on maintaining regular and open communication with those providers and assuring the adherence to the processes and procedures detailed in the agreements between those providers and IMPACT 2-1-1.

**Principal Responsibilities**

* Oversee the day-to-day operations of Coordinated Entry by working closely with the IMPACT 2-1-1 CRS staff, including running daily reports, working as the primary referrer to shelter and obtaining bed counts.
* Monitor and observe CRS as they are handling calls related to homelessness and emergency housing requests for the purposes of maintaining a high level of accuracy and adherence to procedures developed for how these calls are handled.
* Assure that data entered into the Wisconsin HMIS database by IMPACT 2-1-1 is accurate, up-to-date and entered according to the standards and practices required by the Milwaukee County Continuum of Care and all governing bodies.
* Provide duties as a Community Resource Specialist when duties as the Assistant Manager are fulfilled for a work shift or work day.
* Participate in trainings related to homelessness, HMIS and any other trainings associated with, shelter systems and housing and others as needed.
* Coordinate new and ongoing training within the guidelines of the Coordinated Entry system to all IMPACT 2-1-1 Community Resource Specialists (CRS).
* Assist with the analysis of the Coordinated Entry system as well as implementation of system changes, as needed.
* Build and sustain strong working relationships and act as a liaison with Milwaukee County emergency shelters, Milwaukee County Continuum of Care members and other providers of services to the homeless and those at risk of homelessness, as needed.
* Participate in meetings associated with the Milwaukee CoC, including the Coordinated Entry Workgroup and others as appropriate.
* Assist in the development and implementation of the Coordinated Entry system’s initial policies, procedures, and processes.

**Responsibilities within the Scope of Providing Services to IMPACT 2-1-1 Clients:**

* Participate in a comprehensive initial training program.
* Provide assessment, problem solving, information and referral, and crisis intervention when necessary in an empathetic and nonjudgmental manner.
* Educate customers and assists customers in developing an action plan.
* Ask customer’s permission to conduct a Customer Survey during initial call and conduct Customer Surveys.
* Accurately document customer contacts in a computerized database and other means.
* Provide advocacy for customers experiencing difficulties or lacking in abilities needed to make effective contacts with agencies, programs or groups.
* Participate in ongoing training and staff meetings.
* Keeps informed of and demonstrates knowledge of all special service programs.
* Maintain call quality and quantity standards, i.e., 2-1-1 Call Map, length of calls, call per hour, and other set standards.

**Standard IMPACT Requirements:**

* Understand, promote and teach AIRS Standards for Professional Information & Referral.
* Responsible for protecting client confidentiality and adhering to all state and federal laws and regulations regarding the protection to AODA and mental health information.
* Protects against unauthorized access, modifications, destruction, and disclosure as defined by IMPACT and relevant federal, state, and local laws.

# Background/Education

* Bachelor’s degree in Social Work or other human service studies preferred, but strong background of applicable work experience may substitute.

**Experience**

* Experience as a fully trained IMPACT 2-1-1 Community Resource Specialist.
* Demonstrate proficiency with MS Office products, including WORD, EXCEL, OUTLOOK and POWERPOINT.
* Experience with mentoring, monitoring and training.
* AIRS Certified Information and Referral Specialist (CIRS) or willingness to become a CIRS.

**Abilities/Skills**

* Exceptional customer service skills, both internal and external.
* Ability to work effectively in a team-oriented environment.
* Demonstrated strong interpersonal skills to build positive working relationships with outside agencies and organizations.
* Comfortable with public speaking.
* Excellent problem solving skills.
* Exceptional verbal and written communication skills.
* Good judgment, problem solving and decision making skills.
* Cultural competency skills to work effectively with diverse populations.
* Self-motivated and capable of growing and developing a new system-wide approach to achieving project goals.
* Demonstrated organization and time management skills.

**Physical and Mental Demands:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, grasp, handle or touch objects. The employee is often required to stand, walk, sit, and reach above shoulders. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.