



**JOB TITLE:** Assessment Specialist (2 Positions)

**REPORTS TO:** Systems Change Manager

**ABOUT THN:**

Incorporated in 1991, Texas Homeless Network (THN) is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency and Homeless Management Information System (HMIS) lead agency for the Texas Balance of State Continuum of Care (TX BoS CoC), which covers [215 counties](#) in the state.

**DESCRIPTION:**

Texas Homeless Network seeks to fill two full-time positions of Assessment Specialists. The Assessment Specialist will play a key role in the homeless crisis response system by serving as a point of access for the public into the system. This position will assist households seeking homeless and housing services from the TX BoS CoC's Coordinated Entry system. Using a trauma-informed and crisis resolution approach, this position will engage in conversations with households, conduct screening and assessments, and provide information and referrals over the phone. Texas Homeless Network is seeking a candidate with a high level of empathy and the ability to communicate effectively to a variety of people. The Assessment Specialist will collect and maintain data in the Homeless Management Information System, or HMIS, in an accurate and timely manner. The position will also coordinate and collaborate with partners across the Texas Balance of State Continuum of Care by connecting households to communities with an established local Coordinated Entry process.

Coordinated Entry is an integral part of any functional Homeless Crisis Response System through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed using a standardized assessment tool, and quickly connect people to appropriate, tailored housing and mainstream services within the community or designated region. Coordinated Entry provides the ability for households to gain access to the best options to address their needs, incorporating participants' choice, rather than being evaluated for a single program within the system. In addition, the most intensive interventions are prioritized for those with the highest needs.

This position is short-term due to being grant-funded through March 2022. Employment is contingent on the continued receipt of grant funds.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist households seeking homeless and housing services from the Texas Balance of State Continuum of Care's Coordinated Entry System.
  - Receive and manage calls from a telephone hotline number.
  - Serve as an administrator for THN on Aunt Bertha's findhelp.org online platform, including reviewing a list of households who completed a screener tool, contacting households, and updating the result of those contacts within the platform.
  - Engage households in problem-solving conversations to identify safe and appropriate alternatives to homelessness.
  - Assess households for housing interventions using an assessment tool and provide information and referrals to housing interventions.
  - Provide information and referrals to mainstream and emergency services if the household would like a referral and is eligible for those services.
  - Be transparent and informative about the services available in the homeless crisis response system.
- Supporting the Coordinated Entry system.
  - Collect and maintain client-level data in HMIS in an accurate and timely manner.
  - Participate in regular case conferencing meetings with service providers to expedite the rate of housing placements.
  - Coordinate and collaborate with partners across the TX BoS CoC by referring households to communities with an established Coordinated Entry process.
  - Complete and attend all trainings for Coordinated Entry and HMIS.
  - Provide feedback to the TX BoS CoC team at THN and partners across the TX BoS CoC.
- Perform other duties as assigned.

## **QUALIFICATIONS:**

- Bilingual in English and Spanish is **required**.
- Must be comfortable working in a virtual/remote environment.
- Direct experience working with people experiencing homelessness preferred.
- Two or more years of previous work experience in a professional environment preferred.
- No specific degree is required for this position. Interested candidates should highlight any education or training they have received that will lend to this role.
- Passion for justice, equity, ending homelessness and the belief ending homelessness is possible.
- Ability to work independently and self-manage to achieve goals while being a strong team player.
- Proficient in Microsoft Office products (Word, Excel and PowerPoint) and Google Suite (Google Docs, Sheets, Slides, Forms) required.

- Comfortable and experience with technology and managing client data in various applications, preferred.
- Ability to establish and maintain effective working relationships with coworkers, state agencies, local government officials, nonprofit organizations, and the general public.
- Excellent clear and concise written and verbal communication.
- Proven ability to manage multiple projects simultaneously in a fast-paced, dynamic team environment and demonstrate a willingness to shift easily between various responsibilities with diverse stakeholders while having high attention to details.
- Ability to exercise excellent independent judgment and ownership of decisions.
- Creativity and innovation.

#### **WORKING CONDITIONS:**

- The position can be located anywhere in Texas with preference given to people who live and work in the [Texas Balance of State Continuum of Care](#). The position provides for the flexibility to work from a remote location without the standard support available at an office if such an arrangement meets the needs of THN.

#### **PAY AND BENEFITS:**

- \$44,720 annual
- Benefits provided include health insurance, vision & dental insurance, and matching 401K.

#### **HOW TO APPLY:**

Email a cover letter, resume, and list of three references to [hr@thn.org](mailto:hr@thn.org). Please include "Assessment Specialist" in the subject line. The application deadline is 11:59 p.m. CST on Sunday, February 14, 2021.

Only those selected for an interview will be contacted. Priority consideration is given to people with lived experience of homelessness.

We are committed to Employment Equity and encourage applications from all qualified candidates.

THN is an Equal Opportunity employer that offers positions with varying skill levels and responsibilities that amplify our mission. We strongly encourage members of traditionally underrepresented communities to apply, including people of color, LGBTQ identified people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.