



JOB TITLE: Coordinated Entry Lead

DEPARTMENT: Texas Balance of State Continuum of Care

REPORTS TO: Director of Systems Change

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 TX Balance of State CoC (TX BoS CoC), which covers 215 counties in the state.

DESCRIPTION:

The ideal candidate is a creative problem solver with strong project management skills and the confidence to work autonomously as part of the System's Change and larger Texas Balance of State (TX BoS) team(s). This role will support systems change efforts by coordinating with assigned regions participating in a local Coordinated Entry (CE) process. [Coordinated Entry \(CE\)](#) is a process through which people at risk of or experiencing homelessness are connected to local housing programs and supportive services. For more information, we have hyperlinked the THN webpage for CE.

The Coordinated Entry (CE) Lead provides technical assistance (targeted support in the form of phone calls, webinars, and in person visits), education, and training to: staff, agencies, and communities implementing and maintaining a local CE process. The purpose of technical assistance is to catalyze systems change, integrate stakeholders into the Coordinated Entry system and the larger housing crisis response system, improve participation of agencies and organizations in the CE system, and improve the efficiency and effectiveness of CE overall in the TX BoS CoC. The ideal candidate will have an organized approach to time/ task management as well as the ability to communicate clearly/ effectively, and work collaboratively with a variety of stakeholders.

THN hopes to hire **three full-time CE Leads**. These positions are currently grant funded until December 2023 with potential for continued employment if additional grant funds are awarded.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Regional Coordinated Entry Process Management (80%)

- Work with assigned CE region(s) and TX BoS CoC staff to understand the context and needs of communities, service providers, and programs.
 - Utilize information gathered to continuously improve the CE process and system as well as develop strategies and goals to improve the housing crisis response system overall.
- Provide support to Coordinated Entry Planning Entities (CEPE's), agencies, communities, and/or local homeless coalitions regarding coordinated entry through specialized technical assistance, presentations and email communication.
- Support and manage the process of local CEPE's in adding new participating agencies; including, navigating the training process and updating governance documents.
- Maintain an up-to-date and comprehensive Housing Priority List in the Homeless Management Information System.
- Applying prioritization standards, make referrals to vacancies in housing programs that are participating in coordinated entry and follow-up on the result of those referrals.
- Facilitate regular case conferencing meetings.
- Connect and advance partnerships with other systems of care, such as family violence programs and public housing authorities as a representative of the TX BoS CoC and an advocate for CE.

Coordinated Entry (CE) Management, Oversight, and Evaluation (20%)

- Ensure agencies participating in coordinated entry are following the Continuum of Care's Coordinated Entry Written Standards and regional coordinated entry policies and procedures.
- Serving as the liaison between assigned CE region(s) and the CoC. Examples include: Maintain regional governance documents, including regional coordinated entry policies and procedures, marketing materials, and eligibility matrices, and informing the Systems Change Team at Texas Homeless Network about changes or updates.
- Support Texas Homeless Network in evaluating the coordinated entry system as well as its compliance with Continuum of Care Coordinated Entry Written Standards and Department of Housing and Urban Development regulations.
- Provide feedback from the regions to guide policy for the Continuum of Care.

QUALIFICATIONS:

No specific degree is required for this position. Interested candidates should highlight any education or training they have received as well as any lived experience that will lend to this role.

Required

- Passion for justice, equity, and the desire to work toward the goal of ending homelessness.
- Proficient in Microsoft Office products (Word, Excel and PowerPoint) and Google Suite.
- Proven ability to autonomously manage multiple projects simultaneously in a fast-paced, dynamic team environment with an ability to shift easily between various responsibilities.
- Excellent communication skills, including the ability to train groups, write complex documents, and collaborate with a variety of stakeholders.

- Desire to engage in personal and organizational growth toward building equitable systems and responses to housing crisis.
- Excellent critical thinking skills with the ability to solve problems quickly and effectively both independently and as a team.
- Strong interpersonal skills and the ability to develop strong working relationships across community, public and private sectors.
- Willingness and desire to take initiative and see high-quality projects through to completion.
- Basic understanding of Coordinated Entry and Systems Change concepts.
- Comfort with understanding the needs of local providers and utilizing systems change concepts to implement policy updates.

Preferred

- Experience working with people experiencing homelessness.
- Experience with facilitation, public speaking, and coaching for improvement.
- Experience with community organizing and/or adult education.
- Ability to communicate and analyze data to a wide variety of stakeholders to drive systems change and outcome improvement.
- Experience gathering/ synthesizing research or soliciting feedback to inform process improvement.

WORKING CONDITIONS:

- Remote work possible
- Must be available to travel within Texas up to 10 percent of the time with 2 weeks' notice (current travel restrictions withstanding).
- Available for nights and weekends during large projects like the CoC Program Competition. Unlikely to be more than once per quarter.
- Must reside in the State of Texas
 - **Preference given to those that live in Brazoria, Comal, Nueces, Tom Green, and Webb counties**

PAY AND BENEFITS:

- This is a salaried position starting at \$50,000, commensurate with experience.
- THN offers generous employee benefits including:
 - 100% employer-paid health, dental, vision insurance, and 50% employer-paid for dependents
 - 2% employer matching 401(k) retirement plan
 - Paid time off such as holidays, self-care days, and winter break
 - 12 weeks paid parental leave
- Flexible work schedule and opportunity to distance work with supervisory approval.
- This position is grant-funded, and employment is contingent on the continued receipt of grant funds.

HOW TO APPLY:

Email a cover letter, resume, and list of three references to hr@thn.org. This position will remain open until filled. Only those selected for an interview will be contacted. Please include "Coordinated Entry Lead" in the subject line.

We are committed to Employment Equity, and we 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 those with a lived experience of homelessness; people of color, LGBTQ identified people, gender-nonconforming people; as well as individuals with disabilities, veterans, and people who speak a language in addition to English.

INTERVIEW PROCESS:

What to expect as an applicant for a THN position:

- Applicant will receive an email from Human Resources/Hiring Manager to schedule an interview
 - Currently, all interviews will take place virtually
- Applicant will receive interview questions one-business day prior to the interview
- Applicant will be notified in a timely manner if an additional interview is required or if they will not be moving forward in the hiring process
 - Applicant will be notified about the final employment decision