



Job Description

Job Title: Coordinated Access Navigator
Department: 2-1-1
Reports To: 2-1-1 Director
Job Status: Permanent, Full-time, Hourly, and Non-exempt
Date Prepared: March 2019
Date Reviewed:

STATEMENT OF THE JOB

Provides screening, diversion and intake services for individuals and families experiencing homelessness as part of a Coordinated Access (CA) system in Lucas County, Ohio. Assesses inquirer's needs, obtains and documents information and connects inquirer to community resources. Serves as the liaison to the community for the CA program and provides support to the 2-1-1 Director.

ESSENTIAL FUNCTIONS:

- Gains a detailed understanding of each inquirer's situation, assists in prioritizing the needs and builds an action plan utilizing the resource database.
- Advocates on behalf of the inquirers experiencing barriers to accessing services.
- Offers immediate and appropriate responses when the inquirer is experiencing a crisis or other emergency situations.
- Completes follow up as per policy, including cases involving endangerment and in situations where the coordinator believes the inquirer may not have the necessary capacity to follow through and resolve the problem
- Maintains all legal requirements for confidentiality of client records
- Responds in a professional, nonjudgmental manner when interacting with all populations.
- Utilizes de-escalation techniques as needed.
- Contributes to an accurate and up-to-date community resource database by submitting corrections, updates and new information.
- Attends continuing education programs and trainings to remain current in the field of Information and Referral.
- Strives to obtain the AIRS credential of CIRS (Certified Information and Referral Specialist) and maintain that credential throughout employment.
- Maintains flexibility in scheduling to the extent practical to meet the needs of a 24-hour program. May be requested to work evening, weekend and holiday shifts.
- Monitors the productivity and overall quality of CA service delivery (e.g. reviewing contact records, monitoring data trends, and reviewing reports). Creates reports for senior management as needed.
- Attends community meetings to collaborate with agencies serving individuals and families experiencing homelessness to ensure alignments with Continuum of Care goals and objectives.
- Engages in community activities and events to promote CA program and advocate for individuals and families experiencing homelessness.
- Develop and maintain a positive relationship with agencies serving individuals and families experiencing homelessness
- Other duties as assigned

QUALIFICATIONS AND EXPERIENCE:

- Bachelor’s degree in Social Work or related field is preferred
- Two to four years of experience in direct service to individuals and families experiencing homelessness.
- Experience responding to people in crisis desired
- Experience utilizing Homeless Management Information Systems (HMIS) or similar community-wide database is preferred

KNOWLEDGE/SKILLS/ABILITIES:

- Excellent communication skills
- Ability to utilizing critical thinking and problem-solving skills
- Understands organizational systems, procedures, and policies
- Possesses expert level of information and referral skills
- Ability to work as a team as well as independently
- Proficient
- Assists in the cross-training process of employees to develop potential

SCHEDULE:

Monday through Friday 8am-5pm. Requires working outside of normal business hours to include on-call, nights, weekends, or holidays.

PHYSICAL REQUIREMENTS:

- This position is required to work out of United Way of Greater Toledo.
- This is largely a sedentary role; however, some filing and other tasks are required. This would require the ability to lift, push, pull, reach, bend or stand, talk and hear as necessary as well as require the ability to lift at least 20lbs.

Send Resume & Cover letter by April 17th to:

Lisa Harden, Human Resources Director at Gryphon Place: LHarden@gryphon.org

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbents in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

EMPLOYEE SIGNATURE:	DATE:
CEO SIGNATURE:	DATE: