



**\*\*\*RE-POSTING\*\*\***

**Position Title: Coordinated Entry System Manager**

**Work Location: Raleigh, NC**

**Compensation: Salary commensurate with experience, benefits included.**

**Position Summary:** The Coordinated Entry System Manager will be a key member of the Raleigh Wake Partnership to End and Prevent Homelessness leadership team and is responsible for the implementation and on-going administration, development and continuous improvement of Wake County's Coordinated Entry System. The goal of Coordinated Entry is to ensure an integrated system of care, from prevention through intervention, for homeless individuals and families in Wake County. Coordinated Entry will streamline access to housing and services while addressing barriers that prevent people from getting and maintaining stable housing. This position is permanent, full-time and reports to the Executive Director.

**Essential Duties and Responsibilities of the Coordinated Entry Systems Manager:**

- Lead systems change by establishing and maintain effective working relationships with partner agencies and community stakeholders.
- Work with Access Site staff and Homeless Service Agency Providers to coordinate consumer access to housing resources.
- Work with Access Site staff and housing providers to identify gaps and identify resolutions.
- Facilitate and attend community meetings related to the development and promotion of Wake's Coordinated Entry System.
- Convene the Coordinated Entry Work Group.
- Recruit new community partners to adopt and participate in Coordinated Entry System.
- Lead the development of Coordinated Entry Systems marketing materials including print materials, social media, website content and info graphics.
- Respond to community requests for information and facilitate presentations/trainings.

- Lead and analyze data to measure system and program performance, ensure project evaluation and compilation of reports, ensure contract compliance and monitor for quality assurance.

Organizational Management and Oversight:

- Provide leadership, direction and oversight of Coordinated Entry System operations to ensure the success of the Coordinated Entry System which includes all administrative/management functions of Coordinated Entry System, reporting, contract monitoring and training.
- Function as a liaison with Coordinated Entry Access Site Staff, Partnership Staff as well as funders and community stakeholders.
- Develop, review and oversee amendment of Coordinated Entry policies and procedures.
- Identify performance goals for Coordinated Entry and work with agencies to ensure that all internal and external performance goals are met.
- Identify community-wide training needs and ensure proper training is scheduled and provided on an on-going basis.
- Participate as a member of various committees and/or community groups that serve individuals and families experiencing homelessness.

**Knowledge and Skills:**

- Excellent communication skills both oral and written.
- Gather and analyze data from the Homeless Management Information System (HMIS) to enhance quality assurance procedures for data collection/tracking.

**Required Qualifications:**

- Bachelor's degree or equivalent in related field.
- Experience in the homeless services sector preferred, but not required.
- Ability to collaborate and support.
- Some travel, both state and national, is expected.

**Submission Information and Deadline:** All prospective candidates should submit their resumes via email to [endhomelessnesswakejobs@gmail.com](mailto:endhomelessnesswakejobs@gmail.com). This posting will remain open until March 23, 2018.

**About the Partnership** The Partnership is the designated Continuum of Care (CoC) for Wake County in communication to the Bureau of Housing and Urban Development (HUD). The Partnership leads community efforts such as The Oak City Outreach Center and is working with the City of Raleigh, Wake County and Catholic Charities in the development of a new multiservice/coordinated entry hub as part of the local effort at systemic change in the way homeless services are being delivered in Wake County.