Lead Care Coordinator

Summary of Position: This position is a part of the Care Coordination team that is a dynamic unit employing compassionate problem-solving to assist households experiencing homelessness navigate the Coordinated Entry System in the Greater Richmond Continuum of Care. Coordinated entry is a process and program approach developed to ensure that all people experiencing homelessness have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.

The Lead Care Coordinator is responsible for the planning, facilitation, documentation and reporting of collaborative, holistic, and person-centered care, in coordination with public and private service providers, driven by the case conferencing process. The Lead Care Coordinator will be the primary point of contact for guiding households experiencing homelessness from the time of system entry to subsequent intervention referrals. Internally this position will facilitate client referrals in accordance with Coordinated Entry System policies and procedures, while ensuring accurate data tracking and reporting of individual clients’ movement through the system. The Lead Care Coordinator also facilitates referrals for emergency shelter, rapid re-housing (RRH), and permanent supportive housing (PSH) for the Greater Richmond Continuum of Care (GRCoC). The Coordinator will use HMIS reporting to prioritize, assign, and refer emergency shelter beds to households experiencing homelessness on a regular basis. Externally this position will schedule, facilitate, and record case conferencing activities in partnership with provider and community stakeholders. The goal of the case conferencing process is to ensure an effective, efficient, and satisfactory experience for clients and service providers alike to achieve system goals of achieving sustainable housing.

Additionally, the Lead Care Coordinator consults with the Coordinated Entry System Administrator to develop and manage the daily and weekly work plan of the Care Coordination Team. The Lead Care Coordinator works to align the efforts of the Care Coordination team with the Lead Diversion Specialist for the Homeless Crisis Line and other Coordinated Entry System partners as needed.

Reports to: The Lead Care Coordinator reports to the Coordinated Entry System Administrator.

Duties and Responsibilities:

- Act as primary point of contact for internal collaboration with the Lead Diversion Specialist
- Act as daily point of contact for Coordinated Entry System Administrator, providing updates on work plan progress as requested
- Work with Coordinated Entry System Administrator to develop a Coordinated Care Team work plan
- Facilitate support of clients by working with providers for use of services, and expediting service delivery through linkage activities, shelter referrals, and other housing intervention programs
- Establishes and maintains collaborative working relationships with community organizations and resources.
- Work with Coordinated Entry Access Points to communicate shelter availability and matches
- Reviews programs and eligibility requirements
- Data collection and program evaluation through the development of progress reports
- Partner with emergency shelters to ensure referrals are appropriate, timely, and well-communicated
- Conduct regular meetings and case conferences with case managers and coordinate efforts to build a comprehensive understanding of each homeless household and their array of needs.
- Work with system and provider staff including Rapid Re-Housing (RRH) case managers, Housing
Specialists, and Permanent Supportive Housing (PSH) case managers to promote a shared knowledge and understanding of available community resources as clients are connected to housing

Knowledge, Skills, and Abilities:
- Plan, organize and promote homelessness strategies, programs, and related activities
- Maintain a solutions-focused approach to complex, high-barrier cases
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well developed, decision making skills and attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment and to provide leadership for a small team.
- Possess a high level of interpersonal skills to handle sensitive and confidential client, donor, and employee information and situations.
- Ability to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various homeless service operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Display a high level of initiative, effort, and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.

Education and Work Experience:
- Knowledge of homeless services or another comparable human services system
- Knowledge of or experience with Greater Richmond homeless/human services is preferred
- Undergraduate degree in social work, behavioral science, or related degree and or relevant experience.

Homeward is an equal opportunity employer and we are committed to increasing and enhancing the diversity of our professional team. Competitive benefits package. Salary: $40,000-$42,000.

To apply, please send your resume and a letter of interest to jobs@homewardva.org. For more information on Homeward and the Greater Richmond Continuum of Care, please visit www.homewardva.org and www.endhomelessnessrva.org.