

**Western PA Continuum of Care  
One by One Coordinated Entry  
CoC CE Manager Job Description**

**Position:** CoC Coordinated Entry Manager  
**Supervisor:** CE Lead Agency Supervisor in cooperation with CE Committee Co-Chairs  
**Classification:** Non-Exempt

**Overview**

The CoC Coordinated Entry Manager will work directly with homeless assistance, human service, and housing providers throughout the 20-county region of the Western PA Continuum of Care (CoC) (One by One) to ensure that all households who are experiencing a housing crisis are able to access safe, affordable, and permanent housing through the *One by One Coordinated Entry System of Western PA*. This position will supervise a team of CE Specialists to provide technical assistance to providers about Coordinated Entry and work with each agency to address their specific needs and concerns with regard to participating in the coordinated entry system. The Coordinated Entry Manager will also work to improve relationships among human service providers and housing/homeless providers across the CoC to better serve the complex needs of households experiencing housing insecurity. Further, this position serves as the CES liaison between the Lead Agency, CoC CE Committee and Co-Chairs, CoC Governance Board and other systems-level coalitions and collaborations, including review and guidance on compliance with HUD CES Standards and Requirements. The CE Manager will also coordinate with the Lead Agency regarding specific functions related to administering the CES funding, monitoring, reporting and other duties as assigned (CE Manager would need to provide assistance to the CE Lead Agency around the annual submission of the APR). The Coordinated Entry Manager is a mandated reporter of suspected child abuse as defined by PA Child Protective Services Law. Responsibilities require the exercise of independent judgment and knowledge of overall agency activities. This position is full-time with primarily daytime and early evening hours. This position is primarily remote and requires travel throughout the 20-County Continuum of Care.

**Responsibilities to the Position:**

1. Partner with the CES Committee Co-Chairs regarding CES Strategic Planning and vision-casting.
2. Coordinate with the CES Lead Agency and CES Co-Chairs to monitor and enforce compliance with HUD's Coordinated Entry Core Elements, Written Standards, and other CoC governing policies/procedures. Participation with the CE Committee and Written Standards committee will be an expectation of this position.
3. Supervise and manage CE Specialists working in both the Domestic Violence (DV) and Non-DV tracts of the CES.
4. Monitor and evaluate gaps in the CES and adjust CE Specialists roles, where possible, to resolve these inefficiencies.
5. Coordinate with the CoC Consultant to identify training needs.
6. Coordinate with County Local Housing Options Teams, or other similar coalitions, to identify and problem-solve localized CES barriers and challenges and develop strategies toward resolving these concerns.
7. Assist the lead agency in achieving the goals/responsibilities outlined in the MOU (Memorandum of Understanding) with the CoC, including where applicable monitoring CE budgets, evaluating and reporting on partnerships (eg. Language line, 211, etc.), assessment center monitoring/support, and other responsibilities as assigned by the Lead Agency specific to the CES.

**Responsibilities to the Position in Cooperation and Management of CE Specialists:**

1. Outreach and engagement of service providers to educate and encourage participation in the coordinated entry system (CES).
2. Management of the By-Name-List (BNL), including facilitation of monthly case conferencing meetings with Assessment Centers and County-Specific Local Housing Options Teams, or similar coalitions.
3. Partner with the Coordinated Entry Supervisor and Regional Managers, Coordinated Entry Committee, and other providers as needed to problem solve cases.
4. Ensure that consistent linkage and communication exists between homeless assistance, human service, and housing providers, the coordinated entry system, the individual Regional Homeless Advisory Boards (RHAB's), and the CoC as a whole.
5. Coordinate with participating agencies utilizing the BNL to fill program openings through engagement of prioritized clients to prepare for service inquiries (e.g. document readiness) and referral screening to ensure eligibility requirements are met.
6. Provide feedback and support to assessment centers and other local partners to facilitate Diversion and to assist low-prioritized households to exit the BNL through other housing intervention/assistant modalities and referrals to mainstream services.
7. Provide transportation assistance, as time permits, to reduce barriers to access to housing intervention enrollments.
8. Conduct community outreach, marketing and training to homeless assistance, human service, and housing providers, first responders, police, health systems, county and municipal governments, consumers and the public.
9. Build relationships with Landlords and help strengthen local/regional landlord lists and bridge barriers to households in connecting with landlords/properties (e.g. apartment searching, viewing units, completing applications), as time permits.
10. Conduct Coordinated Entry intakes, as needed to fill gaps in coverage during CE business hours, with households presenting at an assessment center.
11. Monitor the coordinated entry process to ensure individuals anonymously included on the CoC's prioritized waiting list have equal access to housing/ homeless assistance resources throughout the CoC.
12. Expand CES operations to incorporate and strengthen trauma-informed and victim-centered policies and practices.
13. Interpret and enforce CES Written Standards, policies, and procedures.
14. With support from CoC Board and CES Committee, facilitate regular meetings among providers to focus on continual quality improvement, training, peer learning, and problem solving around coordinated entry.
15. Participate in the Western PA CoC Coordinated Entry Committee.
16. Participate in all Regional Homeless Advisory Board (RHAB) meetings throughout the CoC.
17. Participate in all coordinated entry By-Name-List "scrub" calls.
18. With support from CoC and CES Committee, provide technical assistance and training to providers on coordinated entry, housing issues and resources, and services/systems access to increase housing advocacy knowledge among programs.
19. Maintain relevant records and documentation and prepare reports as needed.
20. Collaborate and train other agency staff on housing/homelessness related topic, as needed, and in partnership with other CoC training (CoC Committees, CoC Consultant, etc.).
21. Perform all work in a culturally responsive manner consistent with One by One's mission and philosophy, including agreeing with and signing off on the CoC truth and values statement.

22. Collaborate with staff members about service provision and establishment of related policies and procedures.
23. Complete and maintain required documentation, both in the PA Homeless Management Information System (HMIS) software and paper files, adhering to data quality and data timeliness expectations outlined within the PA HMIS User Agreement.
24. Respond to consumer grievances with the CES promptly and courteously.
25. Review and distribute monthly CES reports to all partners and funders.
26. Attend staff meetings and in-service training.
27. Perform other duties as assigned as allowed by funding streams.
28. Comply with the CoC Program Interim Rule.

## **Job Scope**

Work involves a variety of complex duties and responsibilities in the Continuum's efforts to connect people experiencing homelessness to healthy, safe, affordable, accessible, and sustained housing.

The CE Manager will work in collaboration with the CE Lead Agency and the CE Committee to coordinate changes to HMIS based on the needs of the system.

This position requires considerable judgement and discretion in task fulfillment, and strong interpersonal and communication skills. Additionally, this position requires the ability to delegate to and manage a team of CE Specialists across both the Non-DV and DV sector.

Quality performance of responsibilities has a distinct impact upon outcome achievement, funding, and reputation of the One by One Continuum of Care. Overall job effectiveness is tied to the Specialists ability to establish and maintain credibility and good rapport with consumer's, community partners, volunteers and other staff.

Coordinated Entry Specialists are CoC representatives and are to abide by agency policies, state, federal, and local laws, CoC policies, and agency-of-hire policies in their relationships and contacts throughout their appointment. Specialists, therefore, are expected not to engage in activities on or off duty that jeopardize their credibility as staff members or activities that make the CoC or agency-of-hire vulnerable.

One By One is committed to inclusive excellence by advancing equity and diversity in all that we do. A personal and professional commitment to creating inclusivity and culturally relevant services are a core value to our advancement of housing and homelessness interventions.

## **Qualifications**

1. Required: Bachelor's Degree in Social Work, Human Services, or a related field and/or equivalent experience.
2. Required: A minimum of 1 year of experience and demonstrated competency in systems thinking
3. Preferred: A minimum of 1 year experience and demonstrated competency in client-centered/victim-centered advocacy.

4. Preferred: A minimum of 1 year experience and demonstrated competency with housing and homelessness issues affecting victims of crime and effective advocacy strategies for both helping individual survivors and helping improve system response.
5. Preferred: Experience with client-centered advocacy and management in community-based rapid rehousing models, or other housing models.
6. Preferred: Familiarity with state and federal laws, policies and regulations impacting housing and homelessness.
7. Preferred: A minimum of 2 years of management or leadership experience
8. Must be knowledgeable of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims.
9. Must possess excellent communication skills and be computer literate.
10. Must possess public speaking skills and be comfortable in engaging in outreach and training.
11. Must possess ability to “self-start” and work independently with minimal one-on-one supervision, as well as engage in team-based collaborative culture within the coordinated entry system.
12. Strong understanding and willingness to promote a domestic violence focused housing first approach to service delivery.
13. Upon hire, must complete 40-hour Transitions Domestic Violence/Sexual Assault Counselor Training.
14. Must have a valid driver’s license, reliable vehicle, and adequate motor vehicle insurance.
15. Must have Act 34, Act 114, and Act 151 clearances.

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Staff Signature

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Date

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Supervisor Signature

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Date

**THIS IS NOT AN EMPLOYMENT CONTRACT. MANAGEMENT HAS THE RIGHT TO CHANGE DUTIES, RESPONSIBILITIES, AND WORK SCHEDULES AS NEEDED.**