

|                      |                                                     |
|----------------------|-----------------------------------------------------|
| <b>Program</b>       | Chittenden Coordinated Entry                        |
| <b>Title</b>         | Coordinated Entry Administrative Specialist         |
| <b>Reports to</b>    | Coordinated Entry System Director                   |
| <b>Supervises</b>    | N/A                                                 |
| <b>Remote/Hybrid</b> | Direct Service Position / Hybrid (1 workday / week) |

## Job Summary

The Coordinated Entry (CE) Administrative Specialist supports the Chittenden Coordinated Entry System, a collaborative, multi-agency process under the Chittenden County Homeless Alliance that provides fair and equal access to housing resources for individuals and families experiencing homelessness or at imminent risk of homelessness in Chittenden County. Coordinated Entry serves as the community's standardized system for intake, assessment, prioritization, and referral to housing and supportive services.

Working under the direction of the Coordinated Entry System Director, the CE Administrative Specialist plays a key role in the daily operation and continuous improvement of the Coordinated Entry System. Responsibilities include conducting standardized intakes and assessments, coordinating referrals, maintaining accurate client and system data, supporting HMIS and referral processes, and assisting with system administration and quality improvement initiatives. The CE Administrative Specialist also serves as a primary point of contact for participants, partner agencies, and community stakeholders, providing technical assistance and helping ensure consistent implementation of Coordinated Entry policies and procedures across the homeless response system.

## Summary of Essential Job Functions

- Serve as the primary point of contact for the Chittenden Coordinated Entry (CE) System, responding to inquiries from individuals seeking assistance, partner agencies, and community stakeholders.
- Conduct Coordinated Entry assessments to determine eligibility and prioritize individuals and families for housing resources and supportive services in accordance with established CE policies and procedures.
- Explain the Coordinated Entry process to participants, ensuring they understand assessment, prioritization, referral procedures, available housing interventions, participant rights, and program expectations.
- Provide referrals to housing navigation, case management, and other appropriate community resources, while maintaining accurate and up-to-date referral records.
- Assist individuals who have previously accessed Coordinated Entry in reconnecting with housing navigators, service providers, case managers, and other community resources as appropriate.
- Provide technical assistance and support to community partners to ensure consistent implementation of Coordinated Entry policies, procedures, and referral processes.
- Enter, maintain, and verify accurate client information in the Homeless Management Information System (HMIS) in accordance with community data standards, privacy requirements, and agency policies.
- Monitor data quality by following up with partner agencies to ensure client records are complete, accurate, and current.
- Maintain the Coordinated Entry By-Name List, referral tracking tools, and other system documentation to support timely and equitable housing referrals.
- Coordinate and facilitate Coordinated Entry meetings, case conferencing, and other community meetings as assigned, documenting action items and supporting ongoing system coordination.
- Assist the Coordinated Entry Director and Coordinated Entry Committee in evaluating system performance, identifying service gaps, improving workflows, and implementing process improvements.
- Develop, update, and maintain forms, resource materials, and procedural documentation to support Coordinated Entry operations and continuous quality improvement.
- Prepare reports and assist with data collection and analysis to support program monitoring, performance measurement, grant requirements, and community planning.

- Deliver services using trauma-informed, person-centered, and culturally responsive practices that align with harm reduction principles, progressive engagement, Housing First, low-barrier access, and other nationally recognized best practices.
- Participate in staff meetings, trainings, and community planning activities, collaborating with internal staff and external partners to support Coordinated Entry goals.
- Perform other duties as assigned to support the effective operation of the Coordinated Entry System.

### **Minimum Requirements, Knowledge, Skills and Abilities:**

- Bachelor's degree in human services, social work, public administration, or a related field, and one to two years of relevant experience; or an equivalent combination of education and experience demonstrating comparable knowledge, skills, and abilities.
- Commitment to treating all individuals with dignity, respect, and compassion, regardless of race, ethnicity, socioeconomic status, gender identity, sexual orientation, religion, culture, age, disability, or other protected characteristics.
- Demonstrated commitment to diversity, equity, inclusion, and creating an inclusive work and service environment.
- Strong commitment to the mission, vision, and values of the Chittenden County Homeless Alliance and the principles of Coordinated Entry.
- Experience working with individuals and families experiencing homelessness, housing instability, crisis, or other significant barriers to housing.
- Knowledge of trauma-informed, person-centered, and strengths-based approaches to service delivery.
- Ability to maintain strict confidentiality and exercise sound judgment when handling sensitive and protected information.
- Strong verbal and written communication skills, with the ability to communicate effectively and professionally with clients, partner agencies, community stakeholders, and the public. Bilingual or multilingual proficiency is strongly preferred.
- Excellent interpersonal and customer service skills, with the ability to build collaborative relationships and work effectively across multiple organizations and systems.
- Strong organizational skills with exceptional attention to detail and the ability to manage multiple priorities, deadlines, and administrative tasks with accuracy.
- Proficiency with Microsoft Office Suite, including Word, Excel, Outlook, and Teams. Experience with data entry, databases, and the Homeless Management Information System (HMIS) or similar client information systems is preferred.
- Ability to collect, maintain, and analyze data accurately while ensuring compliance with agency policies, HMIS standards, and applicable privacy requirements.
- Valid driver's license, clean driving record, reliable transportation, and the willingness and ability to travel throughout the CVOEO service area as needed.
- Ability to uphold agency safety policies and procedures and contribute to a safe and respectful work environment.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

| HR use only  |            |              |                     |
|--------------|------------|--------------|---------------------|
| Union Status | Non-Union  | Pay Range    | 27 – 27.50 per hour |
| FLSA Status  | Non-Exempt | Last Revised | July 2026           |

### **Physical Demands: Coordinated Entry Specialist**

*The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with*

disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

**Lifting/Carrying (Amount of force exerted to lift and/or carry)**

|                             |   |                                  |                                  |   |   |
|-----------------------------|---|----------------------------------|----------------------------------|---|---|
| 1 – 10 lbs. (circle one):   | N | R                                | <input checked="" type="radio"/> | F | C |
| 11 – 20 lbs. (circle one):  | N | R                                | <input checked="" type="radio"/> | F | C |
| 21 – 35 lbs. (circle one):  | N | R                                | <input checked="" type="radio"/> | F | C |
| 36 – 50 lbs. (circle one):  | N | <input checked="" type="radio"/> | O                                | F | C |
| 51 – 75 lbs. (circle one):  | N | <input checked="" type="radio"/> | O                                | F | C |
| 76 – 100 lbs. (circle one): | N | <input checked="" type="radio"/> | O                                | F | C |
|                             |   |                                  |                                  |   |   |

**Pushing/Pulling (Amount of force exerted to push and/or pull)**

|                             |   |                                  |   |                                  |   |
|-----------------------------|---|----------------------------------|---|----------------------------------|---|
| 1 – 10 lbs. (circle one):   | N | R                                | O | <input checked="" type="radio"/> | C |
| 11 – 20 lbs. (circle one):  | N | <input checked="" type="radio"/> | O | F                                | C |
| 21 – 35 lbs. (circle one):  | N | <input checked="" type="radio"/> | O | F                                | C |
| 36 – 50 lbs. (circle one):  | N | <input checked="" type="radio"/> | O | F                                | C |
| 51 – 75 lbs. (circle one):  | N | <input checked="" type="radio"/> | O | F                                | C |
| 76 – 100 lbs. (circle one): | N | <input checked="" type="radio"/> | O | F                                | C |
|                             |   |                                  |   |                                  |   |

**Postures/Movements**

|                                                |   |                                  |                                  |                                  |   |
|------------------------------------------------|---|----------------------------------|----------------------------------|----------------------------------|---|
| Sitting (circle one):                          | N | R                                | O                                | <input checked="" type="radio"/> | C |
| Standing (circle one):                         | N | R                                | <input checked="" type="radio"/> | F                                | C |
| Walking (circle one):                          | N | R                                | <input checked="" type="radio"/> | F                                | C |
| Stooping, kneeling, crouching (circle one):    | N | R                                | <input checked="" type="radio"/> | F                                | C |
| Reaching and/or grasping (circle one):         | N | R                                | <input checked="" type="radio"/> | F                                | C |
| Hand/finger dexterity (circle one):            | N | R                                | O                                | <input checked="" type="radio"/> | C |
| Climbing and/or balancing (circle one):        | N | <input checked="" type="radio"/> | O                                | F                                | C |
| Carrying, pushing and/or pulling (circle one): | N | <input checked="" type="radio"/> | O                                | F                                | C |
|                                                |   |                                  |                                  |                                  |   |

**Cognitive/Sensitive**

|                                |   |                                  |   |   |                                  |
|--------------------------------|---|----------------------------------|---|---|----------------------------------|
| Talking (circle one):          | N | R                                | O | F | <input checked="" type="radio"/> |
| Hearing (circle one):          | N | R                                | O | F | <input checked="" type="radio"/> |
| Sight (acuity) (circle one):   | N | R                                | O | F | <input checked="" type="radio"/> |
| Touch (circle one):            | N | R                                | O | F | <input checked="" type="radio"/> |
| Smelling/tasting (circle one): | N | <input checked="" type="radio"/> | O | F | C                                |

**Occupational Aspects/ Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals

*with disabilities to perform these functions.*

|                                                               |          |          |          |          |          |
|---------------------------------------------------------------|----------|----------|----------|----------|----------|
| Working Inside (circle one):                                  | N        | R        | O        | <b>F</b> | C        |
| Working Outside (circle one):                                 | N        | <b>R</b> | O        | F        | C        |
| Changing Temperatures (circle one):                           | N        | <b>R</b> | O        | F        | C        |
| Wet/Humid Conditions (circle one):                            | N        | <b>R</b> | O        | F        | C        |
| Confined Spaces (circle one):                                 | N        | R        | <b>O</b> | F        | C        |
| Use of computer (circle one):                                 | N        | R        | O        | <b>F</b> | C        |
| Weekend/evening (circle one):                                 | N        | R        | <b>O</b> | F        | C        |
| Areas of dust, odors, mold (circle one):                      | N        | <b>R</b> | O        | F        | C        |
| Mechanical, electrical hazards (circle one):                  | <b>N</b> | R        | O        | F        | C        |
| A flexible work schedule (circle one):                        | N        | R        | <b>O</b> | F        | C        |
| Fast paced and deadline oriented (circle one):                | N        | R        | O        | F        | <b>C</b> |
| Warehouse environment, may be noisy (circle one):             | N        | <b>R</b> | O        | F        | C        |
| Collaborating and working with others (circle one):           | N        | R        | O        | F        | <b>C</b> |
| Travel time, with occasional overnight stays (circle one):    | N        | R        | <b>O</b> | F        | C        |
| Work independently and with minimal supervision (circle one): | N        | R        | O        | <b>F</b> | C        |

#### **Other Aspects**

|                                 |   |          |   |   |   |
|---------------------------------|---|----------|---|---|---|
| Infectious Agents (circle one): | N | <b>R</b> | O | F | C |
| Chemicals (circle one):         | N | <b>R</b> | O | F | C |

**Employees must support C.V.O.E.O.'s mission consistently while performing their duties and while assisting C.V.O.E.O. in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,**

*The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.*

*This job description reflects C.V.O.E.O.'s best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.*

Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_