



## Data and Intake Specialist Job Description

Qualifications include a bachelor's degree in a human service-related field or at a minimum two years' equivalent work experience in human service field, experience working with individuals experiencing homelessness, mental health and/or substance abuse challenges, and a self-starter with experience in using technology to track client data and outcomes. This position is hourly, averaging at least 35 hours per week, with flexibility needed to work day, evening and some weekend hours.

### QUALIFICATIONS:

- Bachelor's degree in human services or related area, or the equivalent of two years experience in case management or other human services related field.
- Passion, energy, and the ability to positively engage with people experiencing homelessness while maintaining professional boundaries.
- A self-starter with the ability to organize time and tasks independently.
- Excellent communication skills, both verbal and written, including crisis/conflict management, attention to detail, editing, problem solving, and active listening/motivational interviewing skills.
- Must demonstrate a professional demeanor and be personable.
- Experience using computer software/databases to track client outcomes and comfort in using technology to both communicate and document all work.
- Ability to follow policies and procedures, and to focus work tasks on reaching and accurately documenting participant and housing placement outcomes.
- Organizational and time management skills including the ability to follow work-flow and documentation requirements for effective case management.
- Respect for people of all races, religions, ages, identities and backgrounds.
- Ability to work as part of a team, both with other professionals and volunteers.
- Comfortable working with participants in a shelter setting.
- Flexibility to work day, evening, and some weekend hours.

### TASKS:

- Process requests for assistance from homeless individuals, providing relevant safety planning and referrals in addition to assessments/intake for the Coordinated Entry System.
- Complete standardized Coordinated Entry (CE) intake, assessment and referrals for individuals and households experiencing homelessness.
- Comply with the Northwest Continuum of Care processes, policies and procedures.
- Maintain accurate and comprehensive by-name list for Coordinated Entry and Assessment services in conjunction with any other CE organizational staff within the Northwest CoC.

- Educate those experiencing homelessness about how the CE system works, building participant rapport in a respectful/caring manner in a way that reduces barriers to supportive services.
- Enter and update participant data in the Homeless Management Information System (HMIS).
- Maintain and update participant files for Emergency/Winter Housing Programs, using HMIS to track participant progress.
- Run and reconcile reports for Emergency/Winter Housing Programs to ensure system data quality and timeliness. Run additional reports upon request in coordination with HMIS Local System Administrator (LSA).
- Communication, both verbal and written, with staff and other providers to ensure accurate data collection and timeliness of reporting submissions.
- Provide HMIS data entry troubleshooting and support to program staff in coordination with LSA. Work collaboratively with internal teams to address data issues.
- Maintain participant confidence and protect agency operations by keeping information confidential.
- Perform other duties as assigned.

Please submit the following to Executive Director Tina B. Krause via email: [director@hosphouse.org](mailto:director@hosphouse.org)

1. Letter of interest
2. Resume
3. Three professional references