



## King County

Invites Applications for the Position of:

### **CEA Social Services Specialist - TLT**

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 05/19/17 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 06/01/17 11:59 PM (GMT -8:00)

**SALARY:** \$22.94 - \$29.08 Hourly

**LOCATION:** Chinook Building - 401 5th Ave, Seattle

**JOB TYPE:** Term Limited Temporary, Full Time, 40 hrs/wk

**DIVISION:** Department of Community & Human Services

**JOB NUMBER:** 2017SC6973

**SUMMARY:**

The Department of Community and Human Services (DCHS) provides equitable opportunities for people to be healthy, happy, self-reliant and connected to community.

On any given night over 9,000 people are homeless in King County. Both hidden and in plain sight, many families and individuals struggle to survive every day.

DCHS is leading the County's homeless work and the Coordinated Entry for All (CEA) Section plays a critical role in our effort to reduce homelessness in the region. The CEA Social Services Specialist provides a critical link between people experiencing homelessness and their future housing.

The purpose of a coordinated entry system is to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for and connected to housing and homeless assistance based on their strengths and needs. CEA seeks to reduce homelessness by minimizing the amount of time that people experience homelessness by quickly moving them into safe and stable permanent housing without preconditions (i.e. sobriety, mental health treatment, criminal history, previous evictions, or a minimum income threshold) or service participation requirements, and in which rapid placement and stabilization in permanent housing are primary goals.

The CEA Social Services Specialist will be responsible for assuring that inquiries about CEA are responded to in an appropriate and timely fashion. This includes managing the CEA phone line and general email account. The CEA Social Services Specialist will use their knowledge of intake and assessment techniques to maintain confidential records and coordinate logistics for meetings and trainings using technologies such as Homeless Management Information System (HMIS) and Excel.

**WHO MAY APPLY:** The Department of Community and Human Services values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences. This Term Limited Temporary (TLT) position is for approximately 12 months.

**REQUIRED MATERIALS:** Candidates who wish to be considered for this position must submit an online King County application and respond to the supplemental questions.

**Work Schedule** This position is nonexempt (hourly) and will receive overtime with supervisory pre-approval. Typical hours are Monday - Friday 8am-5pm.

**Recruiter:** [Susan.Churchill@kingcounty.gov](mailto:Susan.Churchill@kingcounty.gov)

**JOB DUTIES:**

- Using their knowledge of counseling and intervention services, manage the CEA phone line, general email account, and regular communication with key committees, stakeholders, people experiencing homelessness, and other jurisdictions to coordinate and share information.
- Serve as a contact for providers and people experiencing homelessness who have questions or concerns with CEA processes.
- Use a person-centered and trauma-informed approach while communicating with people experiencing homeless when completing an eligibility screen over the phone.
- When needed, use crisis intervention and de-escalation skills while communicating with people that are in an acute crisis on over the phone.
- Respond to inquiries about CEA procedures and processes in an informed and sensitive manner.
- Responsible for maintaining oversight of social media and website content.
- Schedule and coordinate logistics for CEA events such as community trainings and capacity building events, including procuring site, communications, preparing materials, catering, and audio/visual equipment.
- Participate in stakeholder meetings for CEA as necessary.
- Participate in planning and community meetings related to CEA.
- Maintain confidential HMIS data entry and processes for CEA, including coordination with housing providers to ensure all records are appropriately sent to CEA.
- Ensure client records are kept in accordance with King County standards.
- Perform related duties as assigned.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

1. Bachelors Degree in Social Services or related field and/or equivalent education and experience.
2. Knowledge of housing programs in King County.

3. Two years of experience successfully providing counseling and intervention services and/or administrative/clerical support services in a social services environment.
4. Ability to answer phones and provide consistent and timely information to our diverse population.
5. Understanding of issues faced by people experiencing homelessness, including chemical dependency, mental illness, domestic violence, and long-term homelessness.
6. Excellent written and oral communication skills.
7. Strong organizational skills and attention to detail. Ability to update and maintain complex client records.
8. Advanced techniques using 2013 MS Word, Outlook, PowerPoint, and Excel which include the ability to create tables and queries.
9. PREFERRED QUALIFICATIONS:
  1. Proficiency using the Clarity or Homeless Management Information System (HMIS).
  2. Second language proficiency.
  3. Experience developing and utilizing communications tools, including web content, newsletters, and briefs.
  4. At least one year of experience in direct provision of social services, preferably working with people experiencing homelessness. Knowledge of housing programs in King County.