



Position: HOPWA Information & Referral Manager

Reports to: Director of Special Needs Housing Program (SNHP)

FLSA Status: Exempt

Full or Part-time: Full - time

### Summary

The HOPWA Information & Referral Manager is responsible for the implementation of the Central Intake process for HOPWA. The Central Intake process relies on well-developed partnerships with HOPWA funded agencies, Continuum of Care Coordinated Entry systems, and Client Track HMIS (Homeless Management Information System). The goal is to ensure that agencies with resources are connected to real-time data pertaining to individuals living with HIV/AIDS.

### Primary Responsibilities

- Collect and enter data to comply with HMIS privacy and security standards.
- Supervise Central Intake Staff
- Maintain prioritized community housing lists for individuals and families.
- Refer individuals living with HIV/AIDS to appropriate housing solutions and services based on needs and program eligibility requirements.
- Serve as point of contact for staff and housing providers to ensure client is connected to housing solution.
- Recruit agencies and community partners to participate in the central intake and assessment system.
- Provide monthly reports of the number of intakes, referrals, and housing placements outcomes completed.
- Act as liaison to CoC's participating Permanent and Rapid Rehousing programs.
- Enter client data necessary to complete coordinated intake and other assessment data into the HMIS, ClientTrack.
- Maintain data integrity, network security, privacy, and confidentiality.

### Knowledge, Skills and Abilities

- Experience working with and/or sensitivity to persons who have experienced homelessness, including people with disabilities.
- Strong organization, critical thinking, problem solving, communication and creative skills.
- High aptitude for learning and ability to work with technology and people.
- Proficient in MS Office Suite and database systems
- Highly organized with attention to detail and possesses ability to manage multiple priorities, meet deadlines and maintain accurate records.



- Excellent interpersonal skills that will allow the employee to maintain productive working relationships with staff, customers, clients, and CoC members and partners.

### **Education/Qualifications**

- Bachelor's Degree in Social Work, Psychology or in related field of social services.
- Experience providing intake, assessment and case management services to "hard to serve", vulnerable homeless individuals.
- 2-3 years of experience managing staff