

## Sacramento Steps Forward Job Description

**Job Title:** Referral Specialist  
**Department:** Coordinated Entry  
**FLSA Status:** Full Time, Non-Exempt  
**Reports to:** Coordinated Entry Manager  
**Revised Date:** 7/30/20

Sacramento Steps Forward (SSF) is the Lead Agency in Sacramento's Continuum of Care and oversees the Coordinated Entry system and processes. This is the process by which homeless individuals/families are assessed for need, vulnerability, and preferences, then referred to housing opportunities if eligibility is confirmed. Requirements stem from HUD guidance as well as community standards and decisions. Differing projects have various entry requirements.

**Summary of Responsibilities:** This position assists and refers people experiencing homelessness in Sacramento County to supportive services, such as shelter, long-term housing, and other services within Sacramento County using the Coordinated Entry System. The position entails working with the Homeless Management Information System (HMIS) and with referring agencies to determine eligibility and make direct referrals to providers. This position works closely with other Referral Specialists who refer primarily into HUD and ESG funded programs.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- Make timely and appropriate referrals to openings in accordance with eligibility requirements.
- Quickly resolve program-specific issues by convening and facilitating problem-solving meetings between referring and receiving agencies.
- Communicate referral decisions to stakeholders, and in some cases, deny referrals that do not meet eligibility requirements.
- Collaborate with the client referring agency staff, and other partners to gather and complete necessary documents.
- Access and understanding of the Homeless Information Management (HMIS) system.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
- Ability to work collaboratively with diverse populations and communicate effectively.
- Participate in meetings with partner agencies to problem-solve and remove barriers to shelter or referrals as needed.

- Excellent customer service skills and ability to work effectively with others.
- Ability to handle the emotional demands of working with the homeless population, in a community with limited resources.
- Ability to work primarily at a desk, working within the HMIS database.

**Knowledge, skills, and abilities:**

- Attention to detail and consistent processes; willingness to be transparent about processes.
- Experience working with individuals/families experiencing crisis and instability.
- Knowledge of shelter requirements as established by the shelter partners, and a working knowledge of where the client can complete or verify requirements.
- Developing an understanding of the Coordinated Entry process as a whole in Sacramento, and the programs which work closely with SSF.
- Ability to effectively manage timelines and a politically sensitive environment.
- Consistency in communication and standards.
- Knowledge of HMIS, Google Suites, and Microsoft Office.

**Measures of performance:**

The Referral Specialist will be considered to be performing in an acceptable manner when the following has been accomplished:

- Dependability- meeting deadlines and responsibilities and accepting responsibility for actions. Punctuality is always expected.
- Attention to detail- data quality and timely data entry within the HMIS system.
- Problem-solving- ability to identify and creatively resolve issues that may arise in a timely manner. Working well in environments where there are variables related to different parties and priorities.
- Organizational support- providing support to the other Referral Specialist as needed and able; support the organization's goals and values.
- Professionalism- approaching issues in a tactful manner; treat others with respect and consideration regardless of their status or position.
- Result-oriented action- Making sure that the demand of consumers is met is as timely a fashion as possible to ensure quality customer service.

**Supervisory Duties:**

This position does not have supervisory duties.