



SACRAMENTO STEPS FORWARD

Ending Homelessness. Starting Fresh.

Job Description: Referral Specialist

Department: Coordinated Entry

Reports to: Coordinated Entry Manager

Sacramento Steps Forward 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 who are living in Sacramento County to supportive services, such as shelter, long-term housing, and other related services within Sacramento County using the Coordinated Entry System. The position would entail working within the Homeless Management Information System (HMIS) and with referring agencies to determine eligibility and make direct referrals to providers.

The expectation will be that referrals to openings will be prompt and appropriate in accordance with eligibility requirements. The Referral Specialist will be expected to work quickly to resolve program-specific issues by convening and facilitating problem-solving meetings between referring and receiving agencies. In addition, the Referral Specialist will be expected to communicate referral decisions to stakeholders, and in some cases, deny referrals that do not meet eligibility requirements.

Program eligibility requirements for individuals/families entering the projects will be established prior to a referral being made by the Referral Specialist. This requires the Referral Specialist to actively collaborate with the client and referring agency staff, outreach workers, homeless service workers, behavioral health staff, and other identified partners to gather and complete necessary documents.

This position would work closely with other Referral Specialists who refer primarily into HUD and ESG funded programs.



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Requirements:

- Access and understanding of the HMIS system. Referrals and data entry would occur directly in the HMIS system, as well as generating reports to present to stakeholders and partners. This may require HMIS training and user agreements.
- 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 Sacramento Steps Forward.
- Ability to effectively manage timelines and a politically sensitive environment.
- Consistency in communication and standards.
- Knowledge of HMIS, Google Suites, and Excel.

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.



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- 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 in as timely a fashion as possible to ensure quality customer service.

Supervisory Duties:

This position does not have supervisory duties.

Acknowledgments

I have reviewed and understand the above job description. I understand that the company retains the right to change this job description as needed. This signed job description is not a contract for work, the relationship with the company is that of an "at-will" employee.

I believe that I possess the essential requirements to perform the above job description (with or without reasonable accommodation).

Please indicate any needed Reasonable Accommodations: _____

Printed Name

Signature

Date