



*Dove, Inc., established in 1970, is a multi-program social service agency working to meet unmet needs and to find solutions to social injustices.*

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## **Homeward Bound Program**

### **Coordinated Entry & Outreach Specialist Job Description**

#### **GENERAL RESPONSIBILITIES**

The Coordinated Entry & Outreach Specialist is responsible for arranging initial supportive services and housing for homeless individuals and families who are homeless. Under the direction of the Macon County CoC Community Resource Coordinator, the Coordinated Entry & Outreach Specialist implements the initial contact system for delivery of services to clients in a manner that uses existing resources and that lead to self-sufficiency and permanent housing for clients. This person is responsible for the initial processing of homeless clients for services within the Macon County Continuum of Care (CoC). This includes such services as: intake, prevention, intervention, housing location, and service coordination and linkage.

The Coordinated Entry & Outreach Specialist assures that clients are moved smoothly through the initial application process, and after placement, works with the Client Services Supervising Coordinator and Housing Advocates, and other providers to assure that homeless clients have access to appropriate housing as they move toward permanent housing and self-sufficiency.

#### **EXAMPLES OF WORK**

Acts as the first point of contact for the CoC Coordinated Entry system,  
Performs the initial intake, assesses immediate needs and makes appropriate referral and provides follow up services to clients  
Meets off site with clients, if necessary to provide services  
Visits and offers services where the homeless populations frequent, as needed  
Participates in weekly street outreach  
Attends the Continuum Homeless Action Team meetings, (CHAT) as needed  
Verifies homeless status for CoC Coordinated Entry system per HUD requirements  
Working with the Coordinated Entry/Outreach Coordinator on data entry and reporting  
Maintains contact with all housing providers in area and works to place clients in appropriate option as quickly as possible  
Maintains accurate occupancy records of the housing options within the CoC  
Maintains contact with area landlords to assist with eviction prevention  
Provides information on housing availability to clients, project staff, and staff of other agencies  
Arranges for other agencies to provide direct services to clients  
Represents Homeward Bound in local networks and collaborative efforts  
Under the direction of the Program Director, negotiates payment of other agencies for services when necessary  
Attends and participates in regular meetings of program staff  
Performs other duties as required

## QUALIFICATIONS

Applicants should have at least five years of successful experience, including volunteer work in human services. An academic degree in a related field may substitute for experience. Applicants should have problem solving and time management skills. Applicants should have knowledge of consumer skills, job readiness, housing and home management, health, and well-ness information.

Applicants should have effective communication skills and should be able to work in a cooperative team atmosphere and function smoothly under stress.

Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. Prior to employment all employees are subjects to background and drug checks as required by program grants and the Dove, Inc. Personnel Policy. These checks may be updated periodically.

## SALARY AND BENEFITS

The introductory salary range for this position is from \$28,000 to \$31,000 per year with raises available each July 1, based on availability of funds. Fringe benefits include paid holidays, up to 19 paid leave days per year, group health insurance, life & disability insurance, direct deposit, matching retirement and an Employee Assistance Program.

## WORK CONDITIONS AND ENVIRONMENT

This is a full-time position requiring 40 hours per week, and it is subject to the Fair Labor Standards Act. This employment is contingent upon continued funding for this position. The Coordinated Entry & Outreach Specialist reports to the Macon County CoC Community Resource Coordinator. A program office is located at 788 East Clay Street. This position is funded through a grant, and no promise of employment is made beyond the end of that grant period.

**DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER**  
Revised May 2023