
Job Title	Coordinated Entry Director
PVN ID	VA-2106-004077
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	NYC Department of Social Services/Human
Status	Full Time
Annual Salary	\$85,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Sep 21, 2021 (Or Until Filled)

General Description

Background

Recently, the U.S. Department of Housing and Urban Development (HUD) has asked Coalitions of Continuum of Care (CoC) within different geographic areas, including NYC, to create a Coordinated Entry (CE) system that will allow equal access to those housing resources available to meet the needs of a client. CE systems generally involve the use of databases from many government and non-profit agencies sharing personal identifying information (PII) as part of the housing application process. However, under the Violence Against Women Act (VAWA), the PII of domestic violence and gender-based violence (DV/GBV) survivors is not allowed to be entered into shared databases. Satisfying the requirements of both HUD and VAWA creates both technical and implementation challenges to incorporating DV/GBV survivors into existing CE systems.

Project Overview

The purpose of this project is to incorporate DV/GBV survivors into New York City's existing CE system, the Coordinated Assessment and Placement System (CAPS), an online survey used to connect homeless New Yorkers and those at risk of homelessness to the most appropriate housing options while protecting their PII to ensure that DV/GBV survivors have equal access to housing and shelter resources thereby meeting both HUD and VAWA mandates. This will require collaboration between the NYC Human Resources Administration (HRA), who oversees all DV shelters in NYC and the existing CAPS system, the Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV), which operates the five Family Justice Centers (FJC's), a key entry point for survivors to have their shelter and housing needs met, and community-based organizations that provide shelter and housing services to DV/GBV survivors. By utilizing CAPS, the City's DV Hotline, DV shelters, FJC's and DV/GBV community-based service providers throughout New York City will serve as access points for coordinated entry for DV/GBV survivors seeking housing services. Using this coordinated system ensures that all survivors accessing these services are informed about and connected to all of the available permanent housing options in the City of New York.

This project will include three components: (1) program development/ IT build out; (2) program implementation at sites throughout NYC; and (3) program evaluation. The project will involve consultants consisting of a CE Director to oversee the project development and implementation, an IT consultant to develop and implement a system to incorporate DV/GBV survivors into the existing CAPS system while protecting their PII, two CE Coordinators to oversee implementation at DV/GBV service sites, a technical assistance (TA) provider to ensure that the project is incorporating best practices regarding CE for DV/GBV survivors, and a research consultant to conduct a process evaluation to learn from the project and make necessary adaptations throughout.

The Coordinated Entry Director ENDGBV position is a full-time HRA grant-funded position with the Research Foundation of the City University of New York.

Duties and Responsibilities:

Under the Direction of the Deputy Commissioner of Customized Assistance Services, the Coordinated Entry Director will perform the following tasks in close collaboration and consultation with ENDGBV:

- Provide oversight of the project development and implementation; work collaboratively with project team members; and coordinate the work between the team members and DV service providers who will be utilizing CAPS;
- Develop a project implementation plan in collaboration with ENDGBV and HRA and project team members, building upon existing work on the incorporation of PII for DV/GBV survivors in CAPS according to HUD and VAWA requirements;
- Oversee the release and implementation of new version of CAPS with DV service providers working at the FJCs, the City's DV hotline and various CBOs; work collaboratively with project team members to engage DV service providers in the implementation and utilization of CAPS, including training the providers on how to use the system;
- Develop promotional material for DV service providers and their clients about CAPS and the City's coordinated entry process;
- Work collaboratively with project team members to develop a training for DV service providers on how to use the updated version of CAPS and support the CE Coordinators in providing ongoing support to providers throughout the project;

- Coordinate the collection and incorporation of feedback about CAPS from DV service providers and other key stakeholders, to ensure the system protects survivors' PII and meets their safety and service needs;
- Develop a schedule for trainings and regular meetings with the project TA provider to learn from other large jurisdictions that have successfully integrated PII for DV/GBV survivors into their CE system; utilize the information gathered to inform the project development and implementation plan;
- Collaborate and consult with the TA provider throughout the project to ensure incorporation of best practices for integrating PII for DV/GBV survivors in a CE system;
- Collaborate with the project research consultant to coordinate the evaluation plan to assess the effectiveness of both the project implementation plan and outcome of the integration of DV/GBV survivors into CAPS; engage DV service providers and clients utilizing CAPS for feedback;
- Participate in drafting reports pertaining to aspects of the project, including, but not limited to the project development, implementation and evaluation;
- Participate in regular meetings with the project team to ensure the project goals are on track and team members are working collaboratively to implement the integration of DV/GBV survivors in CAPS;
- Perform any additional tasks related to the project, as deemed appropriate and needed by [CUNY, HRA and ENDGBV].

Other Duties

Other duties as assigned

Qualifications

Qualifications and Skills:

- Advanced degree or Bachelor's degree in social work, psychology or related field with 5 or more years of

experience in the field of domestic and gender-based violence.

- Advanced degree in social work, psychology or related field is strongly preferred;
- An understanding of the network of City and nonprofit service provision in New York City's response to domestic and gender-based violence preferred;
- Experience working in a collaborative environment and managing projects is strongly preferred;
- Strong organizational, communication, interpersonal and problem-solving skills;
- Excellent time management ability including the ability to balance competing priorities, complex situations and tight deadlines;
- Ability to work well in a diverse team environment with all levels of supervisory and frontline staff; and
- Comfort giving public presentations.

EEO

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