
Job Title	Coordinated Entry Coordinator
PVN ID	VA-2107-004110
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	\$60,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Oct 28, 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 Coordinator Emergency Services Intervention (EIS) 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 Coordinated Entry Director, the Coordinated Entry Coordinator will report to HRA Emergency Intervention Services, Office of Domestic Violence (HRA EIS ODV) and work closely with HRA CAS and ENDGBV to oversee the implementation and use of the enhanced CAPS system. The CE Coordinator will provide support and technical assistance to the residential service providers.

Duties:

- Liaises with EIS domestic violence shelters and non-residential programs to provide technical assistance, training including site visits, ongoing support to the residential/non-residential providers.
- Participates in meetings, activities with the providers to gather information about the development of the enhanced CAPS system and determine training needs for the providers.
- Liaise with CAS and ENDGBV to coordinate/facilitate strategies designed to support the project to ensure compliance with the agency protocols and HUD mandates.
- Collaborates and provides support to the project director to ensure the effective implementation of best practices and support activities to advance the project.
- Participates as a member of a multidisciplinary team to recommend solutions and proposed system enhancements that will support research and performance evaluation activities.

Other Duties

Other duties as assigned by the Coordinated Entry Director

Qualifications

Qualifications and Skills:

- Bachelor's degree in social work, psychology or related field or Associate degree in social work, psychology or related field and/or 5 or more years of experience in the field of domestic and gender-based violence;
- Significant experience in the field of domestic and gender-based violence preferred;
- An understanding of the network of City and nonprofit service provision in New York City's response to domestic and gender-based violence;
- 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.

Preferred Skills:

- Knowledge of the homeless population
- Knowledge of domestic violence issues, domestic violence survivor advocacy

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