**POSITION DESCRIPTION**

**POSITION TITLE:** Coordinated Entry System (CES) Assessment Specialist I  
**DIVISION:** Programs – Engagement  
**LOCATION:** North Hollywood, CA  
**SALARY:** $15.56 - $22.30

**SUMMARY OF THE ORGANIZATION**
LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home, and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

**SUMMARY OF RESPONSIBILITIES**
The Assessment Specialist is responsible for working with households who are connecting with an access center/point. Households experiencing literal homelessness can access designated Coordinated Entry system (CES) centers to connect to homeless and housing assistance. CES services include a range of different programs designed to meet the needs of households experiencing a housing/homeless crisis. All interventions are prioritized by needs, eligibility and funding availability.

The Assessment specialist is a place-based point of entry to this network of services. This team works in collaboration with our field-based Outreach teams to create a spectrum of access according to the households need. Assessment specialists may be based at LAFH walk in or co-located at one of our partner agencies. This position can expect to work with a range of households experiencing a diversity of housing concerns. Access Centers target households who are able/willing/seeking services on their own, or with light guidance from: Outreach, partners, community, others.

The assessment specialist uses clinical skills to explore eligibility, need, and potential resources. This team focuses on problem solving intervention (homeless diversion) with all households inquiring about services. The Assessment specialist will work with households to find temporary and permanent options for housing. If households can stay with family and friends, the assessment team will provide short term case management.
SPECIFIC DUTIES

- Responding to households who walk in seeking services
  - The Access Centers are open from 8 am to 5 pm; closed from 12-1 for lunch
- Responding to provider/community referrals via email/phone/in person
- Conduct clinical assessment of holistic household needs, assessing for any/all available resources to the household including but not limited to:
  - Family/Friends as interim/permanent housing
  - Homeless Prevention
  - CES Interim Housing options
  - Permanent Housing Interventions
  - Mental health services
  - Public benefits
  - Substance use services
  - Employment connection
  - Legal Services
  - Family Support services
    - Child care
    - LAUSD/Other School District Resources
    - Department of Child and Family Services
- Conduct home visits as needed with doubled up households.
- Carry out interventions according to the households housing stability plan (HSP)
- Link households who have been diverted to family/friends to community-based resources
- Work to consistently develop and maintain collaborative relationships with partner agencies and service providers within the Individual, Family, and/or Youth Coordinated Entry System, to address participant needs relevant to increasing income, improving daily living skills, and increasing community engagement
- Participate in case conferences, staff meetings, and community meetings as required
- Keep up-to-date, accurate, well-written/well-documented case notes in relevant databases
  - HMIS
  - CHAMP
  - Paper documentation
- Complete all documentation and paperwork within the mandated timeframes
- Prepare clear, thorough written assessments and referrals for inclusion in individual case files, and provide supervisor with any and all information requested in the timeframe given.
- Attend required trainings; seek out learning opportunities for continued education; stay up to date on the best practices in participant care and ending homelessness; participate in agency’s internship program and provide mentoring/coaching to new team members as needed
- Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport clients
- Additional tasks, projects, and responsibilities as assigned by supervisor
ACCOUNTABILITY AND REVIEW

Position reports to: Assessment Manager
Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Zero (0)
Position titles reporting to position: Zero (0)

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

- Ability to work in a fast-paced crisis response environment
- Trained or experienced in conflict resolution and mediation
- Experienced or trained in clinical assessments and progressive engagement with diverse populations
- Extensive experience in engaging new households in crisis
  - Fast rapport building
  - Active listening
  - Critical thinking and problem-solving skills
- Theoretical or experiential knowledge in:
  - Rapport building and active listening,
  - Motivational Interviewing
  - Trauma Informed Care and Resiliency
  - Harm Reduction
  - Housing First
  - Restorative Justice
- Excellent written and verbal communication and interpersonal skills
- Ability to be flexible and work in an environment subject to ongoing change
- Excellent organizational skills and ability to follow through from beginning to end on tasks and projects
- HMIS Experience highly preferred
- Maintain and execute confidential information according to HIPAA standards
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Use of a personal vehicle to travel between worksites and other locations is required
- Must have and maintain a valid California driver’s license and insurance in good standing
- Ability to work a 9/80 work schedule
EDUCATION AND EXPERIENCE

- Lived experience or High school education plus two (2) years of relevant work experience
- Associates degree with less than two (2) years of relevant work experience
- Bachelor’s degree with less than one (1) year of relevant work experience

EMPLOYMENT CLASSIFICATION

- FLSA STATUS: Non-Exempt
- PAYROLL STATUS: Hourly
- WORK SCHEDULE: Full-time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may come in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with a client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to:

Walk and climb stairs; Handle, finger, grasp, and feel objects and equipment; Reach with hands and arms; Communicate, receive, and exchange ideas and information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands, and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County for work-related tasks or assignments; Be able to enter various buildings that may require climbing stairs; Be subjected to outside environmental conditions; Use a personal and/or laptop computer, and copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS

EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY

Email your resume and cover letter to HR@lafh.org