



PA 211 Coordinated Entry Specialist and Tech Lead

Are you passionate about helping individuals and families in crisis find the resources they need, and have high proficiency with technology? PA 211 is looking for a dedicated Coordinated Entry Specialist and Tech Lead to provide support to those experiencing or are at risk of homelessness as well as assist in the development and improvement of systems used to input and track client information and data. If you have a background in IT, human services, strong communication skills, and a desire to make a difference, we encourage you to apply!

About the Role

As a Coordinated Entry Specialist and Tech Lead, you will be the first point of contact for individuals seeking housing assistance within counties served by Pennsylvania's Eastern Continuum of Care (CoC). Your primary responsibility will be to assess client needs, provide referrals to community resources, and collect important data to help ensure individuals receive appropriate services. For the tech lead role, you will be an integral part of developing and improving systems used by Coordinated Entry Specialists and assist in troubleshooting tech issues experienced by Coordinated Entry specialists. This position is remote, but requires some in-person meetings, particularly during training.

The working hours of this position are Monday – Friday: 9am – 5pm with a portion of those hours dedicated to tech lead responsibilities. As you become more familiar with the Coordinated Entry process, more time will be dedicated to the tech lead responsibilities (approximately eight hours per week). This position will be housed within PA 211's South Central Contact Center in Harrisburg.

Key Responsibilities

- Answer incoming calls and assess clients' housing needs using the Housing Assessment Tool (HAT).
- Provide referrals based on eligibility and community resource availability.
- Accurately collect and enter information into HMIS (Homeless Management Information System) and PA 211's CommunityOS platform.
- Maintain strict confidentiality and professional standards.
- Participate in team meetings, ongoing training, and professional development opportunities.
- Represent PA 211 in public education and outreach activities, as needed.
- Assist in the development and implementation of our Coordinated Entry web intake/callback system.
- Provide technical assistance to team members.
- Assist in the development and improvement of PA 211 Coordinated Entry systems such as the HMIS (Homeless Management Information System), Matrix that shows provider availability, and other workflows associated with the Coordinated Entry process.

Qualifications

- **Education and Experience**
 - Bachelor's degree in a social work or technology related field preferred, or equivalent experience in the health and human services or Information Technology field.
- **Technical Skills**
 - Proficiency in the Microsoft Office Suite, particularly Excel and Outlook.
 - Proficiency in Microsoft Teams and Zoom for virtual meetings, collaboration, and real-time communication.
 - Ability to quickly learn and adapt to various databases and software platforms used in PA 211's daily operations, including those related to information and referral services, client management, and reporting.

- Strong data entry and information management skills with a focus on accuracy and efficiency.
- Able to troubleshoot basic technical issues and follow best practices for data security and system integrity.
- **Communication Skills**
 - Strong written and verbal communication skills.
 - Ability to use person-centered language and demonstrate care and empathy when speaking to clients.
 - Ability to carry on a conversation while capturing details in PA 211 databases and searching for available resources.
- **Problem Solving Ability**
 - Ability to quickly assess client needs and determine appropriate resources.
- **Professionalism**
 - Ability to work independently while maintaining high standards of service and data accuracy.

Additional Requirements

- Must be able to obtain Pennsylvania State Police and Child Abuse History clearances at the time of hire.
- Ability to sit for extended periods of time and lift up to 20 lbs. as needed.
- Ability to speak on the phone and input data throughout the day.
- Willingness to attend in-person meetings, trainings, and events, as required.

Why Join Us?

- Make a direct impact on individuals and families in crisis.
- Be part of a mission-driven organization dedicated to community support.
- Remote work flexibility with structured support and training.
- Opportunities for ongoing learning and professional growth and development.

Ready to Make a Difference?

Apply today to become a PA 211 Coordinated Entry Specialist and help connect individuals to life changing resources.

How to Apply: Submit your resume and cover letter to Kyle Vickers, PA 211 Director of Network Operations: kyle@uwp.org

Please see the Eastern Continuum of Care website for more information about Coordinated Entry in the Eastern CoC: <https://pennsylvaniacoc.org/about-eastern-coc>

PA 211 is an Equal Opportunity Employer. We are committed to fostering a diverse and inclusive workplace.