



Homeless Services Network of Central Florida (HSN) System Eligibility Specialist Position Description

Position:	System Eligibility Specialist
Department:	System Operations
Supervised By:	CES Operations Supervisor
Supervises:	<none>
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	Open Immediately
Salary Range:	\$38,000 - \$44,000

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading Central Florida’s community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people.

Under the direction of the CES Operations Supervisor, the System Eligibility Specialist is responsible for ensuring referrals to Supportive Housing programs are reviewed in a timely manner. This position will need to have a comprehensive understanding of the system, funding sources, and eligibility criteria. This position will complete all record keeping reviews, as required by HUD.

Skills and Abilities

Excellent verbal and written communication skills with ability to participate in collaborative partnerships; ability to work with minimal supervision and exercise good judgment; management and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; excellent computer skills and familiarity with Excel, Power Points, Google suite; previous experience in HMIS a plus.

Essential Duties and Responsibilities

To perform this job successfully, an individual must perform each essential duty satisfactorily. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

1. Manage a comprehensive list of every Youth and Young Adult (“YYA”) in the community experiencing homelessness from HMIS, the Homeless Management Information System, daily.
2. Maintain a comprehensive list based on CoC 507’s prioritization policy for YYA to create a YYA registry.
3. Assign YYA to System Guides daily for callback assistance and/or navigation services based on System Guide capacity and placement on prioritization list.
4. Review incoming referrals to verify eligibility. Ensure documentation is complete and accurate.
5. Communicate with Navigators and YYA System Guides to facilitate the documentation collection process.
6. Ensure that all client documentation and recordkeeping is maintained in compliance with federal, state and local laws and regulations.

7. Document all Approval or Denials for eligibility in HMIS case notes and upload Recordkeeping Review document to Client Files folder in HMIS.
8. Collaborate with the Supportive Housing Team to facilitate reviewing participants for eligibility to additional programs when requested.
9. Collaborate with Case Managers to facilitate adding members to households and reviewing for eligibility when requested.
10. Monitor and respond to the Systems Coordination email thread in collaboration with the CES team.
11. Participate in on-going trainings, including HMIS, Cultural Competency, Trauma Informed Care, Motivational Interviewing, etc.
12. Attend Weekly YYA System Guide Coordination (registry) meetings.
13. Work as a part of a highly collaborative team and community of service providers.
14. Participate on the annual Point in Time Count implementation team
15. Perform other duties or special projects as assigned.

Education and Experience

An Associates degree or equivalent background with experience working with homelessness, poverty, housing, mental health, and human services.

Individuals with lived experience are strongly encouraged to apply, even if they don't otherwise meet the criteria.

Qualifications and Requirements

- Interest and passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission, and values to external and internal stakeholders.
- Strong relationship builder and communicator with a customer service focus.
- Ability to learn, understand and adhere to HUD guidelines, policies, and procedures.
- Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem-solving, and results.
- Ability to learn best practice models, including Housing First, Mental Health Recovery, Harm Reduction, and Trauma-Informed Care. Ability to communicate effectively both verbally and in writing.
- Knowledge of and experience in working with HMIS and/or Salesforce is a plus.
- Proficient in MS Office (Word, PowerPoint, and Excel) and computer usage to include email, internet, and presentations.
- Familiarity with homelessness, poverty, housing, mental health, recovery, and human services.
- Possess valid driver's license and have access to properly registered vehicle.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as

part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, and sometime in the office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 9:00 a.m. and 5:00 p.m.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

Application Instructions

Interested applicants should submit a cover letter and resume to HSNTeam@hsncfl.org with Systems Eligibility Specialist in the subject line. Applications will be accepted until the position is filled.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
