



New Mexico Coalition to End Homelessness

Coordinated Entry System Navigator

The Coordinated Entry System (CES) is a HUD-required system for programs that receive HUD monies for housing and services. It is used to coordinate and manage part of the homeless emergency response system's resources. CES housing navigators use a standardized assessment to assist in making consistent decisions from available information to connect people to housing effectively. The CES Navigator will maintain a caseload of potential participants to ensure connections to support services and secure eligibility documentation for CoC and ESG-funded housing programs. The CES Navigator will periodically provide outreach to day shelters and occasionally street outreach. This position will rotate duty stations between NMCEH Offices in Albuquerque and Santa Fe. It also requires occasional travel to other member agencies across New Mexico.

Responsibilities:

- ❖ Be a key player on the CES team; collaboration and communication skills needed
- ❖ Conducts a common assessment tool over the phone and in person for households experiencing homelessness or a housing crisis.
- ❖ Manage an assigned caseload of clients and act as the primary point of contact for coordinating housing placement
- ❖ Maintain meticulous records of all client contacts;
- ❖ Maintain accurate and timely documentation and data entry in the Homeless Management Information System (HMIS). Maintain confidentiality of all privileged information;
- ❖ Maintain hard copy and electronic client files;
- ❖ Gather, complete, and submit eligibility documentation and applications for CES and other housing types as needed. Support and assist clients in gathering, completing, and obtaining required documentation for housing placement.
- ❖ Occasionally required to meet with persons experiencing homelessness on the streets
- ❖ Answer client phone calls, emails, and texts;
- ❖ Participate in case conferencing and outreach with community partners as needed.

- ❖ Connects households to supportive services as needed, such as mental health, health, substance abuse, employment, etc.
- ❖ Develop and maintain knowledge of resources, services, and opportunities available to participants (shelters, transitional living programs, permanent and supportive housing options), schools, employment assistance, behavioral health, and substance use treatment.
- ❖ Ability to work with all persons experiencing homelessness, including youth, families with minor children, veterans, human trafficking and domestic violence survivors, and persons with mental health and substance abuse issues;
- ❖ Follow safety protocols for vulnerable populations that involve fleeing domestic violence, as well as dating violence, sexual assault, trafficking, or prostitution, and make appropriate referrals with the appropriate level of support to each participant and client as needed;
- ❖ Approach all interactions with clients and community partners from a perspective of respect and collaboration (including face-to-face, email, and telephone).
- ❖ Maintain a flexible schedule related to hours and days of work in order to meet the needs of clients
- ❖ Occasionally required to meet with clients on the streets outside normal business hours to verify information for HUD-required homelessness documentation
- ❖ Other duties as assigned

Full time:

40 hours per week, Monday through Friday, 8:00 am to 5:00 pm, or as arranged with the supervisor.

Salary: \$50,000

Qualifications:

- Preferred at least 2 year's experience in human services
- Must be proficient in computer applications, including Microsoft Office
- Possess an understanding of and practice cultural sensitivity
- Reliable transportation and proof of a valid and current New Mexico Driver's License and current insurance, along with a clean MVD record required
- Must be willing to undergo a background check
- Bilingual preferred.

Diversity and equity are important to ending homelessness. The NM Coalition to End Homelessness is passionate about building and sustaining an inclusive and equitable working environment for staff, clients, and partner agencies. We believe every member of our team enriches our diversity by exposing us to a broad range of knowledge and experiences that allow

us to design and deliver stronger services and support in ending homelessness in New Mexico. We welcome applicants with lived experience of homelessness, people of diverse racial and ethnic backgrounds, people who are differently-abled, and LGBTQ+.

To apply, please send a cover letter, resume, and the names, email addresses, and telephone numbers of three professional references to lisandra-t@nmceh.org.