



Homeless Services Network of Central Florida (HSN) Position Description

Position:	Veterans Program Supervisor
Department:	Coordinated Entry System
Supervised By:	Coordinated Entry System Operations Manager
Supervises:	SSVF Data Quality Specialist
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	Immediate
Salary Range:	\$45,000-\$55,000

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 the 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 direction of the Coordinated Entry System (CES) Operations Manager, the Veterans Program Supervisor, Veterans Programs is responsible for the oversight, development and implementation of the Veterans Homeless and At-Risk housing programs under the coordinated entry system for the Central Florida Commission on Homelessness (CoC FL-507). This position works collaboratively with housing providers to develop system-wide supports and processes that improve and enhance the programs offered to families and youth in the Central Florida community.

The Veterans Program Supervisor is required to be as knowledgeable as the CES Operations Manager on the program in order to represent CES in their absence. Additional essential functions include but are not restricted to: completing assessment for client(s), entering client information, verifying eligibility data, confirming services provided and referrals into the Homeless Management Information System (HMIS), training and running data quality and other performance reports.

Skills and Abilities

Ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills to include report creation; data management and analyses skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; training and group facilitation skills; standard office computer skills and website development/management.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Responsibilities include but are not limited to:

1. Manage SSVF resources across multiple agencies and funding sources; to include tracking of system

capacity, projecting program openings and coordinating with CES Specialist to have participants quickly navigated through the system and receiving services within 24 hours.

2. Use HMIS, SQUARES, GIFTS and other reporting mechanisms to evaluate program performance at system and agency level.
3. Use system and agency level data to make data-informed decisions about changes to the system that will improve or enhance system performance.
4. Responsible for completing Homeless Management Information Systems (HMIS) training and demonstrate competency with all client data management tools available to CES.
5. Develop strategic and collaborative partnerships with local social service agencies in order to provide additional support and resources to participants.
6. Represent Homeless Services Network at community meetings and events.
7. Facilitate weekly CES registry meetings as well as provider workgroups.
8. Facilitate case conferencing and staffings with program participants and providers.
9. Provide case manager on boarding training in Coordinated Entry and Case Management.
10. With guidance from providers, develop program resources and tools for use by providers in the field.
11. With guidance from providers, develop and modify system wide policies and procedures.
12. Conducts training for outside agencies on the Coordinated Entry System process.
13. Analyze data and create reports as required by CES, HSN administration, sub recipients or funders as needed.
14. General office duties.
15. Perform other duties as assigned.

Education and Experience

A Bachelor's degree in Human Services, Public Administration, Social Work, or related field; or equivalent background with five (5) years of experience working with homelessness, poverty, housing, mental health and human services.

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 other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience leading small and large meetings or workgroups a plus.
- Familiarity with homelessness, poverty, housing, mental health, recovery and human services.
- Possess valid driver's license and have access to properly registered vehicle.

Certificate, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy
- Ability to use one's personal vehicle for daily duties with reimbursement.

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.

To Apply

Interested applications should submit a cover letter, resume and a writing sample to HSNTeam@hscnfl.org with "Veteran Programs Supervisor" in the subject line. Alternatively, applicants may mail this information to HSN; 4065 L.B. McLeod Road, Suite D, Orlando, FL 32811.

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.
