



Job Title: SD CARES Specialist
Responsible to: Connections Center Manager/Vice President
Responsibilities: The SD CARES Specialist serves a key role in the implementation of the SD CARES Housing Assistance Program to assist applicants in the application process and assess applicants' needs, questions, and status updates. SD CARES will also serve along-side the Housing Assessment Specialist in utilizing the system-wide assessment of homeless persons to assess the individuals for the appropriate housing intervention. The SD CARES Specialist will screen clients using an assessment workflow through the Homeless Management Information System (HMIS).

Job Requirements:

- Bachelor Degree preferred with one year related experience and/or training; or equivalent combination of education and experience required.
- Strong written and oral communication skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to effectively trouble shoot complex issues
- Proficient in Microsoft office programs
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Enthusiastic, teamwork oriented attitude
- Ability to learn, operate and teach software programs
- Ability to establish and maintain effective working relationships with agencies across the HMIS system
- Possess excellent organizational, written and verbal communication skills.

A. Respond to inbound calls and make outbound calls regarding SD CARES Housing Assistance Program

1. Assist applicants in the application process for SD CARES Housing Assistance Program, including submissions of applications, status updates, application questions
2. Communicate with supervisors on individual circumstances and updates
3. Participate in SD CARES trainings and meetings
4. Provide high quality services to those needing assistance navigating the SD Housing Assistance application process
5. Accurate documentation of application calls and updates

B. Conduct over-the phone assessments for the South Dakota Homeless Management Information System's (HMIS) coordinated intake.

Date: December 2020

1. Screen homeless persons for housing eligibility using the Coordinated Access assessment tool.
2. Communicate with Regional Managers on individual assessments
3. Become proficient in software systems.
4. Ensures all data is entered accurately into HMIS.
5. Participate in HMIS trainings and meetings.
6. Provide high quality services to those accessing the homeless services system
7. Assist in case conferencing and case notes during the Regional Case Conferencing meetings.

C. Respond to inbound calls to the 211 Helpline Call Center.

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls correctly into computer tracking system according to procedure.
7. Complete call monitoring according to procedure.
8. Complete suicide and community assessment follow-ups according to procedure.
9. Ask callers for suicide and community assessment follow-ups according to procedure.
10. Identify active callers and follow appropriate directives as listed in the active caller profile sheets.
11. Help provide coverage or other needed assistance during times of disaster.
12. Serve as an overflow member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

C. Professionalism

1. Support and carry out the mission of the agency.
2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations.
4. Follow agency policies, including personnel and programmatic.
5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
6. Develop professional and personal growth through opportunities and involvement.

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D. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: This position is grant funded through Fall 2021. Full-time position for 40 hours/week. Primarily 8 AM – 5:30 PM and may include evening and weekend hours. Will be part of the holiday and overflow shifts.

Employee	Date
_____	_____
Supervisor	Date
_____	_____