**HARBOR INTERFAITH SERVICES**

**SPA 8 Coordinated Entry System**

**Hospital Liaison**

**JOB DESCRIPTION**

**SUMMARY OF RESPONSIBILITIES:**

The Coordinated Entry System (CES) is the county-wide framework which links individuals experiencing homelessness to organizations providing housing resources in a systematic and efficient manner. As the lead agency for Service Planning Area (SPA) 8/South Bay, Harbor Interfaith Services is entrusted to understand and expand the work of our valued partners in our mission to end homelessness in our region and beyond. The CES Hospital Liaison will provide an emerging and critical bridge between the emergency departments (ED) at regional medical centers and homelessness service providers. Connecting persons experiencing homelessness that use EDs with local services and monitoring their progress toward attaining stable housing is key to helping end the homelessness that exasperates chronic physical and mental health conditions they have.

Under the supervision of the CES Regional Coordinator for Individuals, the CES Hospital Liaison is responsible for the following activities:

**SPECIFIC DUTIES:**

1. Conduct formal trainings with regional hospital staff so they have a full understanding of CES and how to refer patients to this system.
2. Work with regional hospital ED staff to provide linkages to community services for those who are homeless.
3. Work closely with case managers assigned to these individuals to remove barriers to them getting permanent housing. Track their progress through the housing process.
4. Lead the effort to create written protocols for sharing information between hospitals and county-run health centers, and homeless service providers. Oversee the efforts to ensure adequate case notes are maintained in Homeless Management Information System (HMIS).
5. Partner with county medical experts such as Hospital Association of Southern California (HASC), Corporation for Supportive Housing (CSH), United Homeless Healthcare Partners (UHHP), Homeless Health Care Los Angeles (HHCLA) to help inform our local policies and protocols.
6. Be a strong advocate and spokesperson for expanding homelessness services to hospitals throughout the South Bay.
7. Conduct bi-monthly meetings between hospital ED staff, CES associates, and other key community partners to coordinate our collaborative efforts.
8. Generate reports and/or briefings on goals and progress made.

**MINIMUM QUALIFICATIONS:**

* MSW in social science or equivalent degree
* Three minimum years of experience.
* Strong oral and written communication skills.
* Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
* In addition to working in a typical office environment, be able to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.
* A valid California driver’s license and insurance.

**DESIRED QUALIFICATIONS:**

* Passion for ending homelessness.
* Strong knowledge of homeless services sector, preferable on the South Bay.
* Strong knowledge of hospital protocols especially in the emergency department.
* Familiar with Harm Reduction and Housing First models of service delivery.
* Bilingual in Spanish (preferred)
* Be able to work flexible hours.

**ACCOUNTABILITY AND REVIEW**

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6-month introductory period, followed by annual evaluations

**EMPLOYMENT CLASSIFICATION**

Work Schedule: Full-time, M-F

**PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.