



United Way
of Lancaster County

Bi-lingual Housing SPECIALIST – PA 2-1-1 EAST

Purpose of Position: The primary responsibility of this position is to provide information, referral and prescreening for those at risk of, or literally homeless. An emphasis on quality customer service skills and accurate data recording is essential. This position is responsible for answering incoming calls, collecting client information and demographics, and administering an assessment to identify homelessness and housing needs.

Accountability: Director, PA 2-1-1 East

Responsibilities: This position is responsible for answering incoming calls, collecting client information and demographics, and administering the VI-SPDAT, a vulnerability index tool to determine client placement in the Homeless Management System. This position will also make appropriate referrals to clients seeking health and human services by researching community resources in a 33-county service jurisdiction and provide relevant data entry on such services into the HUD reporting system (HMIS-Homeless Management Information System) and Vision Link software system. Specific duties to include, but not limited to:

I. CLIENTS

- a. Acquire knowledge of services and resources within the community in order to make appropriate referrals and provide data entry into the 2-1-1 resource database and Continuum of Care software.
- B. Maintain high standards of professionalism including a commitment to protecting client confidentiality at all times.
- c. Assess client need, current situation, and evaluate client eligibility using pre-determined screening criteria.
- d. Maintain accurate data files to include reporting data needed to complete the program's monthly quality assurance and outcomes reports.

II. STAFF

- a. Make use of UWLC staff expertise and knowledge through participation in UWLC staff meetings and consultation with staff and other experts.
- b. Add to UWLC staff expertise by contributing knowledge from participation in workshops and seminars, and from readings.

III. COMMUNITY

Represent UWLC and PA 2-1-1 East in selected public relations and public education activities.

IV. ADMINISTRATION

- a. Keep records and statistical data as necessary for agency use, accountability and reimbursement.
- b. Manage time to adhere to the responsibilities of the position.
- c. Work within the structure of the Agency (Board and Administrative Process of decision-making).
- d. Perform other duties as delegated by the Director of PA 2-1-1 East. Including ongoing training as required for the position.

QUALIFICATIONS: Bachelor's degree in Social Work preferred; equitable education and experience in a related health and human services field will also be considered. Familiarity with personal computer word-processing and databases required. Bi-lingual in English and Spanish a plus. Must have excellent communication skills, written and verbal, and be able to communicate effectively with diverse clients, staff, and external agencies. Must have ability to engage quickly with those in need and perform quick assessments.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Ability to lift 20 pounds. Able to bend, twist, and turn. Able to sit for 6-7 hours/day. Able to view computer screen and input data. Vision ability to include close vision, depth perception, and ability to adjust focus. UWLC will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made UWLC aware of his or her disability, provided that such accommodation does not constitute an undue hardship for UWLC.

CLEARANCES REQUIRED: At point of hire, and periodically thereafter, able to secure the Pennsylvania State Police background clearance and the Pennsylvania Child Abuse History clearance and the FBI background clearance. Clearances are required with relevance to the position.

NOTE: The **VI-SPADT** is a "supertool" that combines the strengths of two widely used existing assessments:

- The Vulnerability Index (VI), a street outreach tool currently in use in more than 100 communities.

Rooted in leading medical research, the VI helps determine the chronicity and medical vulnerability of homeless individuals.

- The Service Prioritization Decision Assistance Tool (SPDAT), an intake and case management tool in use in more than 70 communities. Based on a wide body of social science research and extensive field testing, the tool helps service providers allocate resources in a logical, targeted way.

The VI-SPDAT is designed to help homeless housing and service providers calibrate their response based on the individual, not merely the general population, category into which they may fall (e.g., vulnerable, chronically homeless, etc.). The tool helps identify the best type of support and housing intervention for an individual by relying on three categories of recommendation:

- Permanent Supportive Housing: Individuals or families who need permanent housing with ongoing access to services and case management to remain stably housed.

- Rapid Re-Housing: Individuals or families with moderate health, mental health and/or behavioral health issues, but who are likely to be able to achieve housing stability over a short time period through a medium or short-term rent subsidy and access to support services.

- Affordable Housing: Individuals or families who do not require intensive supports but may still benefit from access to affordable housing. In these cases, the tool recommends affordable or subsidized housing but no specific intervention drawn uniquely from the homeless services world (In most cases, this amounts to no case management).

- The VI-SPDAT helps identify who should be recommended for each housing and support intervention, moving the discussion from simply who is eligible for a service intervention to who is eligible and in greatest need of that intervention.