



<b>Title:</b>	CoC Coordinated Entry Systems Manager	<b>Group/Team:</b>	Community Impact
<b>Reports To:</b>	Continuum of Care (CoC) Director	<b>Status:</b>	Full-Time
<b>FLSA Classification:</b>	Exempt, Salary	<b>Minimum Salary</b>	\$64,320/year

### POSITION SUMMARY

The Continuum of Care (CoC) of Kalamazoo County is a planning and coordinating body with big aspirations—that all Kalamazoo County residents have equitable access to safe, decent, affordable housing. Coordinated Entry Systems Coordinator works alongside the CoC team and partner agencies to ensure coordination, compliance, and accountability within the Coordinated Entry System.

This position will serve as the primary authority for Coordinated Entry operational fidelity, policy, and continuous improvement. The CE Manager would work alongside access point Agencies, housing providers, service programs, HMIS administrator, and the CoC Director to manage the Coordinated Entry System (CES).

This is a grant-funded, regional position based out the Kalamazoo office with the opportunity to work fully in-person or hybrid. Our hybrid work schedule includes three days a week in-office on Tuesdays, Wednesdays and Thursdays. Occasional travel within the region is required.

### KEY RESPONSIBILITIES

#### Equity, Diversity, and Inclusion

- Contribute to an equitable, diverse, and inclusive organizational culture that centers people in every solution, process and function.
- Center the needs and interests of marginalized communities, with an intentional focus on ALICE, when creating and implementing disaster preparedness and response plans.

#### System Improvement, Oversight, and Coordination

- Partner with the CoC Director and HMIS Administrator to strengthen the Coordinated Entry System (CES), including facilitating CES Oversight Committee meetings, participating in weekly By Name List meetings, and providing updates at Systems of Care meetings.

- Collaborate with local agencies, service providers, and community stakeholders to promote effective communication, coordination, and system alignment.
- Foster partnerships across systems serving individuals experiencing homelessness or housing instability to reduce service gaps and improve outcomes.
- Provide oversight and support for the CES Oversight Committee.
- In partnership with the HMIS Administrator, identify opportunities to enhance automation, data sharing, and system integration within CES.

**Capacity Building and development:**

- Engage service providers and community partners to identify system needs, gaps, and opportunities for improvement.
- Promote and share training and professional development opportunities with CES partners.
- Collaborate with access point agencies and community partners to develop and facilitate CES-related trainings.

**Data Collection and Utilization:**

- Partner with the HMIS Administrator to collect, analyze, and utilize data to evaluate and improve CES performance.
- Use qualitative and quantitative data to identify trends, recommend service delivery improvements, and support data-informed decision-making.
- Present findings and recommendations to the CES Oversight Committee and other stakeholders as appropriate.

**CES Administration and Operation**

- Serve as a central point of communication between the CoC, service providers, and community partners.
- Support service providers in improving coordination, referral processes, and service delivery within CES.
- Prepare and present reports, updates, and other information to the CoC team, CoC Board, CES Oversight Committee, and general membership.
- Build and maintain collaborative relationships that support a responsive, equitable, and effective Coordinated Entry System.

**Other duties as assigned.**

**JOB REQUIREMENTS**

- Demonstrate a commitment to equity, diversity, and inclusion and ability to apply anti-oppressive and anti-racist principles in the workplace.



- Bachelor's degree in social work, public administration, public policy, or a related field; equivalent experience considered
- Minimum 5 years of progressively responsible experience in homelessness services, housing programs, or system coordination - including at least 2 years in a CE, HMIS, or system leadership role
- Demonstrated knowledge of HUD CoC program requirements, CE principles, and HMIS data standards
- Proven ability to facilitate multi-agency meetings and collaborative decision-making, including in high-stakes situations
- Strong analytical, written, and oral communication skills; proficiency in HMIS or comparable data platforms
- Experience working within a CoC governance structure; familiarity with VI-SPDAT or other assessment tools (preferred)
- Experience with WellSky/ServicePoint or comparable HMIS platform (preferred)

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Ability to work in front of a computer for extended periods of time.
- Frequent sitting, standing and walking.
- Reliable transportation for local travel. Use of a personal motor vehicle for transportation requires proof of insurance, and the driver must have a valid Driver's license, and ability to . Candidates must pass a Motor Vehicle Record standard.
- Occasional work outside of normal business hours.
- Successful completion of a criminal background check.
- Candidate must be able to work successfully in a remote environment with private office space and high-speed internet.

**SALARY:** All the roles within UWSCMI have pay ranges that are commensurate with the knowledge, skills, and abilities of the successful candidate. The minimum salary for this position is \$64,320 annually.

#### **ABOUT UWSCMI**

United Way of South Central Michigan (UWSCMI) gathers the power of three legacy organizations—Capital Area United Way, United Way of the Battle Creek and Kalamazoo Region, and United Way of Jackson County—to mobilize financial and volunteer resources, partners, and voices, creating equitable and lasting change for the most vulnerable people in our communities.

Our vision: Strong, caring communities where every person is valued, thriving, and connected for the common good.



Our path: Our work lifts our local communities by reducing racial and economic disparities; addressing the needs of ALICE (Asset-Limited, Income Constrained, Employed) households in financial stability, education, health, and basic needs; and creating opportunities for every person to reach their full potential.

### **EQUITY, DIVERSITY, AND INCLUSION**

UWSCMI is committed to dismantling systemic inequities that continue to cause harm for Black, Indigenous, and other People of Color (BIPOC), Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Asexual (LGBTQIA+) people, women, and people with disabilities. We believe that these communities must be centered in the work we do. We strongly encourage applications from people with these identities or who are members of other marginalized communities. We are continuously building capacity and accountability into our policies, practices, and partnerships. We seek those who can lead and move alongside us in this work.

### **NOTE**

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

### **BACKGROUND CHECK DISCLOSURE**

We require background checks for certain roles. The checks are completed by ProScreening and results are only ever communicated to the Hiring Manager if they may impact someone's employment. We do not use prior arrests, only convictions. These convictions will only be considered as hiring criteria if they are directly connected to the roles & responsibilities of the job (for example, financial related convictions for a finance officer). We know that the criminal legal system is not equitable, and negatively impacts marginalized communities - specifically people of color - at rates much higher than other identities. This is why our background check process is only in place for explicit situations.

### **TOTAL REWARDS PACKAGE**

United Way of South Central Michigan offers a competitive total rewards package including a competitive salary, medical coverage with an employer contribution of 85% towards single coverage and 70% towards dependent coverage, dental and vision with a 90% employer contribution towards single and dependent coverage, life insurance with an employer-paid benefit of 2 times annual salary, short-term disability and long-term disability effective the date of hire. In



addition, United Way provides a 10% employer contribution into the 403(b) retirement plan each year with full vesting after 3 years of service and 20 days Paid Time Off, 13 days Paid Sick Time, 5 Paid Volunteer Days, 3 Floating Holidays and 11 Paid Holidays each year (Paid time off, sick time. Paid volunteer time and floating holidays are prorated the first year).

**Apply here:** <https://unitedforscmi.isolvedhire.com/jobs/1792063>