



ECHO Job Description

Job Title:	SOAR System Liaison
Department:	Coordinated Entry – Housing for Health Team
Reports To:	Housing for Health Systems Manager
Date Created/Revised:	11/25/2019
Salary Starts at:	\$40,000

Position Summary

ECHO assists a continuum of direct service programs working to end homelessness in Austin/Travis County by providing them with community wide technical assistance and strategic system input. The primary responsibilities of the ECHO SOAR System Liaison are to increase mainstream benefit enrollment opportunities and resources for ECHO's partner agencies. The liaison will work closely with the Austin, Travis County SOAR Local Leads to oversee and manage SOAR program system performance and to increase SOAR capacity within the CoC. The Liaison will work within the Housing for Health Team, within the Coordinated Entry Department. Additionally, this position is responsible for management and support of the Master of Social Work SOAR Internship demonstration project.

Essential SOAR Liaison Functions

- Complete SOAR training
- Develop and maintain a working in-depth knowledge of Austin Travis County area homeless a supportive service program eligibility and service criteria and become familiar with the housing and support programs currently participating in Coordinated Entry process and primary contact for hospitals and other admitting facilities to discuss specific patient cases and determine eligibility for admittance to programs
- Work with referral sources and community partners to identify applicants through team meetings, outreach, and referrals within the coordinated entry system
- Work with community partners through team meetings, outreach, and referrals to facilitate successful client engagement and SOAR program completion within the Coordinated Entry System
- Responsible for real time HMIS data entry as well as SOAR Team data entry provision
- Responsible for monitoring system performance measures within HMIS and SOAR Online Application Tracking System
- Report metrics and use information to drive improvement
- Provide SOAR and CoC Benefits Assistance Trainings as needed
- Assist Housing for Health team with administrative tasks as needed
- Able to complete all critical components of a SOAR application
- Gain familiarity with Social Security Administration's Listings of Impairments and working knowledge of SSA and DDS practice and policies
- Frequently interact with people with diverse racial, cultural, and economic backgrounds, gender identity, and sexual identity and treat all community members with dignity and respect.
- Able to handle client crisis.

Intern Supervisor Functions

- Manage and Supervisor graduate student interns in tandem with ECHO MSW Supervisor
- Must be able to work in the community and meet individuals experiencing homelessness where they are, including in the woods, under bridges, and in abandoned houses.

- Attend client case staffing and communicate updates with SOAR Intern team
- Assist with intern caseload client transportation as needed
- Ensure intern staff are entering data in HMIS in real time and monitor data quality

Supervisory Responsibility

The position will manage MSW interns in tandem with Housing For Health System Manager providing MSW Clinically Focused Supervision.

Work Environment

Employees are required to use their personal cell phones for business purposes. This position will be mobile including the use of personal vehicle. The position will have a stationary space within ECHO's space at an integrated health care clinic. This position requires travel within Austin/Travis County including transporting clients.

Position Type and Expected Hours of Works

This is a full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

- This position requires travel using personal vehicle within Austin/Travis County including providing transportation to clients to assist in taking steps towards housing and accessing healthcare.
- Travel for the purpose of meeting with clients, training, collaborating with stakeholders, or off-site personnel/management

Experience

- Required: Evidence of ongoing training and education in related areas such as mental illness, substance abuse, and homelessness and knowledge and skills in the intersection of housing and healthcare.
- Preferred: Experience supervising staff working in direct client services

Education

- Required: Completion of a bachelor's degree program in Social Work or closely related field AND/OR Certification such as Community Health Worker.
- Preferred: Completion of bachelor's and/or master's degree program in Social Work or closely related field. Bi-lingual (English and Spanish) strongly preferred.

Preferred Education and Experience

- Bi-lingual (English and Spanish) strongly preferred.
- Experience supervising staff working in direct client services

Additional Eligibility Qualifications & Physical Demands

- Participation in all staff events
- Timesheet submission bi-weekly
- Frequent travel by foot, car or other means appropriate to engage with people experiencing homelessness

- Overtime when necessary to meet project deadlines
- Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Physically able to participate in training sessions, presentations, and meetings

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____ Date: _____

HR _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Required Language for Job Postings

ECHO Core Mission Values

Ideal candidate will share ECHO’s core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

To Apply:

Interested candidates please submit a resume and cover letter nikikozak@austinecho.org Position will remain open until filled.