



CATHOLIC DIOCESE OF RALEIGH  
POSITION DESCRIPTION FORM



Catholic Charities  
of the Diocese of Raleigh

**Position Information**

Position Title: Coordinated Entry Support Specialist

Department: Oak City Cares

Reports To (Title): Director of Programs and Services

Work Schedule:  M – F Hours: 1:30 pm to 5:30 pm  Other: \_\_\_\_\_

Type of Employee (Hours worked per week)  Regular Full Time (≥30)  Regular Part Time (20-29)  Part Time (≤20)  Temporary (varies)

Percentage of Travel Required  0%  10%  25%  50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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**Position Summary**

Summarize the overall function or purpose of this position. This should be a concise description of the job.

Oak City Cares is a multi-services center for people experiencing homelessness that is a collaboration between Catholic Charities, Wake County, the City of Raleigh, and Raleigh/Wake Partnership to End and Prevent Homelessness. Oak City Cares will serve as a place of coordinated entry and assessment for those experiencing homelessness or those at risk for homelessness. The primary purpose of the Coordinated Entry Support Specialist position is to provide critical support to the coordinated entry intake process at Oak City Cares.

**Duties and Responsibilities**

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

The primary responsibility of the Coordinated Entry Support (CES) Specialist is to provide key data entry support related to the provision of coordinated entry intakes conducted at Oak City Cares. As such, the CES Specialist will provide welcome, check-in, service data entry, and initial registration with guests at Oak City Cares seeking services related to coordinated entry. All data related to coordinated entry will be entered using the NC Homeless Management Information System (NCHMIS).

85.00

***Duties and Responsibilities*** *continued from page 1*

In addition to the initial registration, the CES Specialist will be responsible for ensuring that all registration data is entered daily, and will run daily and weekly reports of services provided including coordinated entry intakes and internal referrals to onsite service providers. May provide other administrative tasks as needed during slow service periods.

15.00

## Position Qualifications

### Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: \_\_\_\_\_ Degree Type: \_\_\_\_\_  
Concentration: \_\_\_\_\_

### Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Data Entry/Data Management Years of experience: 1

### Qualifications

Key qualifications for this position include:

- Previous data entry and data tracking experience
- Must be detail-oriented with strong organizational skills
- Must have a calm and welcoming demeanor
- Must be able to multi-task in a fast-paced environment, while maintaining a primary focus on guests and their needs
- Must be able to handle crisis situations and de-escalate situations while remaining calm and focused

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

Skills: Proven computer skills including Word, Excel and other appropriate applications

## Position Characteristics

### Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Level of Supervision Received (check the option that best describes the position overall)

<b>Direct Supervision:</b> Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
<b>General Supervision:</b> Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input checked="" type="radio"/>
<b>Intermittent Supervision:</b> Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input type="radio"/>
<b>Administrative Supervision:</b> Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
<b>Long-Range Administrative Direction:</b> Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.*