



## **Rappahannock-Rapidan Regional Commission**

**Job Title:** Central Entry Specialist  
**Reports to:** Human Services Program Manager  
**Hiring Range:** \$28,000 - \$32,000  
**FLSA Status:** Non-Exempt, Salary

### **Summary**

This is a full-time position with the Rappahannock-Rapidan Regional Commission (RRRC) that includes primary responsibility for operation of the Foothills Housing Network (FHN) Central Entry program that serves the five counties of the Rappahannock-Rapidan Region.

Responsibilities include screening requests for assistance by phone and in person to determine eligibility for FHN programs, making referrals to appropriate regional resources, recording data, producing reports, ensuring compliance with accepted policies and procedures, and participating in FHN committee meetings.

**Essential Responsibilities** include the following, together with other duties as assigned.

- Assume primary responsibility for operating a single-point-of-contact telephone screening center to assist homeless families and individuals and those facing imminent homelessness. This will include:
  - Determining eligibility for FHN programs;
  - Administering assessments to determine most appropriate referrals and the relative risk level of homeless applicants;
  - Making referrals to rapid re-housing, prevention and emergency shelter programs, and other community resources;
  - Recording the nature and outcome of each call; and
  - Entering participant information into multiple client tracking systems.
- Establish hours for in-person screening interviews for individuals and families who request them.
- Produce weekly reports of all calls received and work with the FHN Service Provider Committee to evaluate and adjust the Centralized Homeless Entry process to optimize efficiency and program outcomes.
- Receive training on, and maintain understanding of policies and procedures related to Virginia Homeless Solutions Program
- Attend and participate with the FHN planning committee and other meetings as necessary.

## **Education and Experience**

Preferred candidate will possess the following:

- Any combination of education equivalent to an Associates' degree or higher from an accredited college or university, with course work in Human Services or a related field. Significantly similar work experience may substitute for education.
- Minimum of two years of experience in a non-profit or local government setting, and/or public assistance experience
- Familiarity with homeless services and programs
- Familiarity with the Rappahannock-Rapidan region (Counties of Culpeper, Fauquier, Madison, Orange, Rappahannock and the towns within those counties)
- Experience with automated recordkeeping and reporting systems, including Microsoft Office suite.

## **Knowledge, Skills and Abilities**

- General knowledge of the principles and practices of public or nonprofit human service organizations
- General knowledge of current social, economic and health problems and of human behavior and social functioning.
- Ability to follow oral and written instructions
- Ability to communicate complex ideas effectively, orally and in writing
- Ability to prepare clear and concise reports
- Ability to establish and maintain effective working relationships with clients, associates and the general public
- Demonstrated ability to work independently and to assume start-to-finish responsibility for assigned projects
- Proficiency in Microsoft Office software suite, and use of email and internet, as well as other computing applications

## **Physical Conditions and Nature of Work Contacts**

Work is typically performed at the Commission offices located in the Town of Culpeper. However, position responsibilities also require periodic travel to the region's five counties and eight towns, and occasional out of area trips. The position requires moderate physical effort including, but not limited to, computer operation, sitting, speaking, writing, listening, operating a motor vehicle, and lifting up to 25 pounds. The worker is not subject to adverse environmental conditions.

Must possess valid drivers' license and own means of transportation to meetings, training programs and other travel within, and occasionally outside of, the region. Mileage accrued is reimbursed at the prevailing rate set by the Internal Revenue Service.

## **To Apply**

Send letter of interest and résumé to Rappahannock-Rapidan Regional Commission, 420 Southridge Parkway, Suite 106, Culpeper, VA 22701, or via email to [hr@rrregion.org](mailto:hr@rrregion.org).

Application review will begin July 5, 2017. Position is open until filled; EOE

Competitive benefits package, including Virginia Retirement System participation, Health/Dental