Descriptive Summary
The Singles Shelter Intake Coordinator/STARSS Specialist is the primary point of contact for households without children who are seeking homeless services at the Embry Rucker Community Shelter. The Intake Coordinator (IC) is responsible for triaging households without children to determine the most appropriate referral to address service and housing needs. The primary goal is to prevent and divert individuals from entering an emergency shelter. The IC screens individuals for vulnerability and determines appropriateness for homeless prevention services, emergency shelter, or homeless outreach services. Works closely with the Fairfax County Coordinated Entry/STARSS (Shelter Triage Assessment and Referral System for Singles) system. A candidate bilingual in English and Spanish is strongly preferred.

Key Performance Indicators
- Serves as the STARSS (Shelter Triage Assessment and Referral System for Singles) Specialist at the Embry Rucker Community Shelter (ERCS) conducting intake assessments and STARSS screening for households without children seeking emergency shelter.
- Utilizes the STARSS priority list to fill vacant beds for households without children at ERCS.
- Completes data collection and other critical intake documents for households without children referred to ERCS.
- Determines appropriateness for prevention, diversion, or shelter and refers to or provides the appropriate service.
- Refers individuals to the Housing Locator, when appropriate, for housing search and placement.
- Maintains all statistical information and reports pertaining to shelter referrals and intakes using the HMIS system.
- Maintains effective partnerships with Fairfax County Office to Prevention and End Homelessness (OPEH), the Fairfax County Health Department, the Fairfax County Community Services Board (CSB), Projects for Assistance in Transition from Homelessness (PATH), Department of Family Services (DFS), and the Fairfax County Department of Adult and Aging, to ensure clients receive holistic, integrated care management across Cornerstones.
- Participates in all agency and county meetings regarding intake procedures and services.
- Attends team meetings, site meetings, and required agency meetings and training.
- Models caring, concerned, respectful attitude toward shelter guests.
• As requested, provides support for other Fairfax-Falls Church Continuum of Care programs or agency-wide programs and activities.
• Documents programming efforts, referrals, outcomes, needs, and overall progress and preparation reports as required by Fairfax County and other agencies.
• Work flexible hours, including evenings and weekends, as required.
• Performs other related duties and responsibilities as required.

Education
• High school diploma or its equivalent.
• A Bachelor's Degree from an accredited four-year college or university with a degree in social work or a related field is preferred.

Experience and Skills
• Experience working with high barrier individuals, including people with mental health and or substance abuse disabilities, is required.
• Requires knowledge and belief in "Housing First" and "Rapid Re-Housing" philosophy and strategies.
• Knowledge of current social service, homeless, and housing issues and methods/approaches to address issues.
• Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
• Ability to communicate clearly and concisely, both orally and in writing.
• Ability to engage and work collaboratively with others.
• Excellent computer skills, including Microsoft Office Suite.
• Ability to use HMIS to establish and maintain case records and to facilitate data collection.
• Ability to schedule and manage workload sufficiently to meet deadlines.
• Ability to learn, process information, prioritize competing priorities, and make sound and reasoned decisions in a fast-paced environment.
• Ability to complete tasks while navigating frequent interruptions.
• Ability to work a flexible schedule, including nights and weekends.
• Candidate must be able to lift items weighing 10-20 pounds.
• Candidate must possess a valid driver's license, reliable transportation, good driving record, and personal car insurance.
• Candidate must be able to drive a 15-passenger van.
• Bilingual in English/Spanish is preferred.

Attitude
• Actively interested in learning about new and evidence-based methods for improving operations
• Attentive to constraints of time and funds in setting stretch goals
• Respectful of staff, volunteers, funders and clients
• Forward-thinker, considering not just today but what are the implications for tomorrow
• Collaborative leader, working with others individually and in teams.

Work Environment
This position is performed in an emergency shelter environment.
How to Apply:

A cover letter and resume are required. Please send to:
Recruit
Cornerstones
11150 Sunset Hills Rd.
Suite 210
Reston, VA 20190

Email: recruit@cornerstonesva.org

Fax: 571-323-9554
TTY: 571-323-9555

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