



**Job Title:** Coordinated Entry Assistant Manager  
**Reports to:** State Homeless Hotline Manager

**Company Overview:**

NJ 2-1-1 is a nationally accredited, nonprofit organization that provides the public with front door access to nonprofit, government and faith-based services, as well as disaster response information. In times of personal crisis, we help to make the caring connection to over 3,000 agencies offering more than 10,000 programs and services. Our services are free, confidential and multilingual. We are open 24/7/365. People can contact us by dialing 211; texting their zip code to 898-211 or chatting online. Our database of over 10,000 programs and services is also accessible from our website. For more information, please visit [www.nj211.org](http://www.nj211.org).

**Position Overview:**

The Coordinated Entry Assistant Manager will serve the homeless and those at-risk in three counties by working with 211 contact center staff and external stakeholders to operate an efficient Coordinated Entry process within the Continuum of Care program for Middlesex, Morris, and Passaic counties. Reporting to the State Homeless Hotline Manager, the CE Assistant Manager is responsible for operating an efficient, effective, and accurate CE process, and has responsibilities both within NJ 211 and externally with partners in Morris, Middlesex, and Passaic counties. They will serve as subject matter expert and thought leader for HUD Coordinated Entry, and will make system and policy recommendations aligned with HUD best practices. The CE Assistant Manager will work with 211 Community Resource Specialists to provide an empathetic, client-centric, trauma-informed approach that complies with county policies.

**Responsibilities:**

- Ownership over delivering an efficient, effective, and accurate CE process.
- Ensure quality HMIS intake, assessment, and referral activities—add, remove, update records.
- Manage prioritization lists—add, remove, update records.
- Attend relevant Continuum of Care meetings/committees, including leadership roles in case conferencing or other committees.
- Manage two part-time Morris County Housing Navigators.
- Share expertise in HUD policy, CE best practice, and the needs of the homeless population within each County.
- Foster open lines of communication between and among 211 and partner agency staff.
- In concert with the QA/Training staff, design training materials and refresher courses, and conduct QA checks and coaching sessions with CE Community Resource Specialists.
- Conduct regular data quality checks, and ensure accurate, correct, and consistent data.
- Address all client complaints in a timely manner.
- Serve as the primary point of contact for partner agencies and county staff to troubleshoot issues. Follow up with clients and providers to ensure that issues are resolved.
- Act as primary liaison with NJHMFA for HMIS technical assistance.
- Produce regular and ad hoc reports for distribution or presentation.

**Qualifications:**

- Passion for social justice, community engagement, and homelessness prevention.
- Bachelor's degree. Master's degree in a related field a plus.
- Five years of management experience, preferably in the non-profit sector.
- Experience in case management for vulnerable populations, preferably the homeless.
- Ability to foster partnerships and manage conflicts between organization and individuals.
- Understanding of homelessness, HUD Continuum of Care policy, and best practices in homeless prevention.
- Strong written and oral communication skills, plus large group presentations.
- Spoken and written Spanish a plus.
- Familiarity with Homeless Management Information Systems (Foothold Awards and WellSky Service Point).
- Other duties as assigned.

TRAVEL: May be subject to travel within NJ up to 10-20% monthly for CoC meetings. Currently, all CoC meetings are virtual and travel is limited.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs. Occasional evenings and weekends are to be expected.

FSLA: Exempt

**To apply, please send cover letter and resume to [careers@nj211.org](mailto:careers@nj211.org)**

**Equal Employment Opportunity – M/F/Disability/Veteran**