



**Coalition for the Homeless**  
**Bed One-Stop Call Center Staff Job Description**

*Revised August 8, 2016*

**Title:** Bed One-Stop Data Entry Staff

**Summary:** These staff members manage the Metro Louisville Bed One-Stop (referred to here as “Single Point of Entry”) through phone and in person by entering data and approving new persons for homeless services community-wide.

**Reports to:** Director of Community Coordination

**Direct Reports:** None

**Classification:** Part-Time Hourly

**Minimum Requirements:** Bachelor’s Degree in a related field or two years experience in social services. Familiarity with Microsoft Word, Excel, Outlook, and PowerPoint, and ability to understand Homeless Management Information System. Ability to work with diverse groups. Excellent written communication skills and attention to detail.

**Duties:**

- 1) Work with persons calling or presenting at the Single Point of Entry to verify homelessness, create a Single Point of Entry card, and enter data into HMIS system.
- 2) Access written entry forms from shelters or outreach staff daily and enter into HMIS system.
- 3) Check all shelter reservations daily and update as needed in HMIS system.
- 4) Make appropriate referrals to homeless prevention services.
- 5) Make bed reservations for newly homeless through HMIS system.
- 6) Maintain file of releases for new HMIS entries.
- 7) Complete daily check list to ensure data is maintained appropriately and accurately.
- 8) Participate in training of shelters in Single Point of Entry system.