**Job Description**

Tenfold

Equal Opportunity Employer

Job Title: **CHART Worker**

Date Written/Revised: October 2021

1. **Basic Function:**

Provide professional direct customer/client service for everyone who is referred to or seeking services from the County-wide system called CHART – **C**ommunity **H**omeless **A**ssessment and **R**eferral **T**eam. This includes doing initial screenings (when not done by the 2-1-1 Call Center), conducting standardized comprehensive assessments for all those who qualify for homeless-related services, making referrals as appropriate, and providing referral services for those who complete a CHART assessment.

1. **Essential Functions:**
2. Provide direct and appropriate customer/client services for everyone who contacts CHART
3. Conduct initial screenings for those who cannot access the 2-1-1 Call Center
4. Conduct standardized in-depth assessments for all those referred by the initial screening process. The face-to-face initial screenings and the in-depth assessments may be done at Tenfold’s offices or, at various locations around the county, or over the phone.
5. Make appropriate referrals to programs and services as determined by the assessment
6. Enter all data and information from initial screenings (when needed), assessments, and referrals into HMIS, the Homeless Management Information System
7. Provide short-term assistance as needed for those who are diverted from entering shelter. Diversion services generally last up to two weeks and can include the development of a housing plan, distribution of flexible assistance funds as appropriate to address barriers to diversion success, and referrals to services and/or programs
8. Other duties as assigned by the CHART Manager
9. **Required Qualifications:**
10. Associate’s degree in social work or related field; bachelor’s degree in social work or related field strongly preferred
11. Preference given to applicants with a year or more of related experience
12. A valid driver’s license and reliable, registered and inspected personal vehicle required.
13. **Required Knowledge, Skills, and Abilities**
14. Ability to write and communicate professionally in English
15. Bilingual in English and Spanish very important and strongly preferred
16. Interpersonal skills to interact effectively with clients, staff of other agencies, and the general public
17. Training and/or experience in mediation and problem solving helpful
18. Well developed interviewing and assessment skills desired
19. Experience using client management information systems in human services helpful
20. Knowledge of and experience in the homeless services field desired
21. Sensitivity to cultural and socioeconomic characteristics of populations to be served
22. **Supervision Exercised:** None
23. **Supervision Received:** Responsible to the CHART Manager
24. **Employee Classification:** Full time, hourly, and non-exempt

The above describes the general expectations and qualifications for the performance of this job. It is not intended to be an exhaustive statement of the responsibilities or requirements of this position.

I have read and understand this entire job description for the position of CHART Worker at Tenfold.

Employee’s Name (printed)

Employee’s Signature Date

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.