



AVAILABLE POSITION

Job Title:	HOMELESS HOTLINE SPECIALIST	FLSA Status:	Non - Exempt
Reports To:	PSHN HOTLINE TEAM LEAD	Classification:	Classified
Department:	PARTNERSOLUTIONS HOMELESS NAVIGATION	Last Revision	MARCH 2026
Approved By:	Beth Watson	Date 3/26/2026	

PURPOSE

Works with a diverse and underserved caseload of participants experiencing many barriers including homelessness, complex trauma, medical, mental health needs, and substance use. Provide ongoing coverage of the Homeless Navigation hotline. Works with the Homeless Management Information System (HMIS), Homeless Continuum of Care of Stark County (HCCSC) and the Coordinated Entry System (CES).

ESSENTIAL JOB FUNCTIONS

1. Assists with intake and enrollment activities over the phone and regular direct participant-facing interactions with eligible participants, including assisting participants with gathering project eligibility documentation; Gathers demographic, situational and financial data from participants who are entering the Coordinated Entry System (CES) and enters data and documents into HMIS and CES; Ensures concurrent documentation of services provided, no longer than 8 hours from time of service
2. Opens records and cases in the HMIS and CES, meeting federal requirements for data needs and follows all privacy and security requirements; Includes updates to changes in income and any demographic domain;
3. Conducts an initial evaluation of participant’s housing status, needs, and resources and, as appropriate, use developed diversion skills to redirect participants to immediate resources outside of the (CES); Engage in problem solving dialogue to assess additional resources available within the participant’s own network. Assist participants with linkage to resources, as appropriate. Obtain consents and authorizations for participants in the program;
4. Completes eligibility and needs assessments for individuals and families entering the CES and enter data into HMIS, and triage emergent needs identified through the assessment process;
5. Maintains a central prioritization list of participants awaiting housing in emergency shelter and/or other housing; Maintains and monitors central prioritization lists of participants awaiting referral to projects, including emergency shelter and/or other housing;
6. Assist with daily shelter referrals, including acting as back up as needed, with the goal of streamlined, fair, and efficient, person-centered access for all following evidence-based principles. Reports on workflow, process, and policy concerns to leadership;
7. Assists internally and externally with data entry needs including programs and services, training and troubleshooting access difficulties.
8. Liaise with other providers within the agency, as well as outside to formulate strength-based strategies that focus on stabilizing housing and general wellness.
9. Provides customer service support to HCCSC providers and participating agencies; Maintain a high rate of customer satisfaction with the board and provider community.
10. Participate in staff meetings, individual and group supervision, case conferences and training as required; Provides representation and back up at committees and meetings as assigned.
11. Assists in promoting cultural & linguistic competence within the Stark County community;
12. Works congenially and cooperatively with coworkers and the public; maintain a working knowledge of the Homeless Continuum of Care of Stark County policies and procedures;
13. Performs other duties as requested including attending training and community meetings as directed by the supervisor.

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

Associate's degree in communication, social work or other similar discipline, or equivalent experience required. Experience in phone or direct interviewing of individuals is required.

Knowledge, Skills, Abilities and Personal Characteristics

Utilize appropriate motivational interviewing interventions to increase positive outcomes. Office practices and procedures/customer service; keyboard accuracy and speed required; excellent customer service attitude required; proficiency in Microsoft Office; Ability to use effective communication skills such as active and reflective listening to build rapport. Experience in working with homeless individuals or personal lived experience, cultural and linguistic sensitivity, and trauma -informed training preferred. Be able to work in a shared office area.

Certification, Licenses, Registrations

None

PHYSICAL DEMANDS

Nature of work requires ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set up and maintain work files. Must spend majority of time concentrating on multiple computer monitors; Must be able to sit or stand for extended periods of time; must be able to wear a phone headset. Travel by automobile may be required occasionally.

WORKING CONDITIONS

Work performed in a general office environment and in the community. May require availability for additional hours during peak periods. Requires periodic participation and attendance at organization sponsored events and meetings.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the Mental Health and Recovery Services Board of Stark County and PartnerSolutions. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

CONDITIONS OF EMPLOYMENT

Note: The final applicant selected for this position, prior to appointment, will be required to submit to a drug test for illegal drug use. The test site shall be chosen and paid for by the Board. An applicant with a positive test result will not be offered employment. Applicants will also be subject to any other requirements of Ohio law.

Salary Range: StarkMHAR Grade 1 *Suggested Starting Range \$34,323 - \$39,129 or \$16.50 - \$18.81 hourly.

Hours: Schedules are within the following hours: Monday – Friday 7AM to 5:30PM and alternating Saturdays 10AM – 2PM. Alternative scheduling may be available.

Application Deadline: Until Filled

Apply online at <https://www.applicantpro.com/openings/starkmhar/jobs>

OR MAIL RESUME TO: **Attention: Human Resource Department**
 Stark County Mental Health & Addiction Recovery
 121 Cleveland Ave SW
 Canton, Ohio 44702

EOE/Minorities/Females/Vet/Disabled