

Job Title: Diversion Specialist
Department: Social Services
Reports to: Emergency Services Director
Hours: Full Time, Hours Flexible, Saturday or Sunday availability required
Location: Human Solutions' Family Center
Pay Rate: \$15.62-\$17.89/hour plus generous benefits package

Want to help make a difference? For almost 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as staff diversity trainings, assessing our equity as an organization and developing an equity lens for our work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 10 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan.

SUMMARY

Identify and provide support to families who can, with minimal assistance and a one-time cash stipend, secure appropriate, verifiable housing. Work with families to identify their

natural supports and explore traditional, and non-traditional housing options regardless of their location.

DUTIES & RESPONSIBILITIES

Essential

- Work collaboratively with a broad diversity of homeless families including people of all races, nationalities, languages, ages, abilities and families of all configurations (two parent, single parent male, single parent female, same sex parents, extended families and others).
- Maintain accurate, complete, up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems. Submit paperwork in a timely manner. Compile service statistics as requested.
- Utilizing bridge vouchering, help keep the number of guests using the Family Center down.
- Report all activities using ServicePoint.

Secondary

- Assist with establishing and maintaining relationships with community partners make recommendations for additional partners as needed, including landlords and motel owners.
- Assist with creating and implementing a 'wrap-around' service model for shelter participants.
- Assist with implementing intake and assessments for shelter participants including identifying basic needs and barriers, assisting guests with establishing and implementing a personalized housing plan.
- Participate in staff meetings and staff trainings as needed.
- Assist with triage of shelter participants staying in motels.
- Other duties as assigned.

QUALIFICATIONS

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Development and implementation of client centered service planning.
- Trauma Informed Care, Assertive Engagement, and other best practices models of consumer engagement.
- Local and regional housing markets, basic landlord tenant laws and tenant rights.
- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self- sufficiency.
- Community resources and agencies providing social services needed by the homeless population.

Ability to:

- Coordinate delivery of diversion services with Family Center Manager and Director of Emergency Services.
- Empower and support homeless and low income persons in life choices and change.
- Work cooperatively with all volunteers and staff.

- Develop and maintain productive working relationships within Human Solutions, with public and private agencies, the general public and client.
- Be culturally sensitive to diverse client populations.
- Prepare and maintain clear, accurate, complete and timely records and reports.
- Maintain strict confidentiality and professional boundaries with all households served.
- Understand and follow complex written and oral instructions, rules and procedures
- Work independently and at the same time be a vital and contributing part of a team.

EDUCATION and/or EXPERIENCE

- At least one year experience in a social service or resource development capacity.
- At least one year experience developing and/or implementing individualized service plans.
- Experience with crisis intervention and/or Assertive Engagement.
- Bi-lingual fluency preferred but not required.
- General computer, word processing and spreadsheet skills.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

TO APPLY

Please send resume with cover letter and contact information for three professional references to: Emilie Friedman, Human Solutions, to efriedman@humansolutions.org. Letters of reference are not necessary, simply the names, job titles, relationship, and contact information of people who can provide a professional reference. This position is open until filled. Please no phone calls.