



Job Announcement

Job Title: Diversion Specialist (*Temporary through June 30, 2019*)
Department: Social Services
Reports to: Social Services Manager
Hours: Full Time, Hours Flexible, (occasional Saturday or Sunday availability required)
Location: Human Solutions' Family Center
Compensation: \$16.54-\$17.89/hour, DOE, plus holiday pay and paid sick leave

SUMMARY

Provide housing search support and temporary rental assistance and supportive services to vulnerable, homeless families in order to secure safe and stable housing. Work with families to identify their natural supports and explore housing options. Build working and collaborative relationships with landlords and other agencies in the community to help facilitate viable and appropriate housing options and resources for participants.

DUTIES & RESPONSIBILITIES

Essential

- Perform housing intakes with homeless families and set housing goals with them based on their strengths and barriers.
- Conduct in-depth strength-based assessment with families to identify housing and work history, physical/emotional health, legal issues, debt, social support, strengths, struggles, and available resources.
- Assist families with housing search including helping them to overcome barriers to housing, assisting with letters of explanation and requests for reasonable accommodation where applicable.
- Perform Housing Quality Standards inspections.
- Work collaboratively with a broad diversity of homeless families including people of all races, nationalities, languages, ages, abilities and families of all configurations.
- Monitor families' progress and needs. Provide ongoing supportive services for families pursuant to their respective assessments and plans, as appropriate.
- Use creativity and resourcefulness to ensure that families are aware of all community resources available for them and advocate with other service providers for the needs of families as appropriate, which may include, but are not limited to, housing stability, counseling services, and legal services.
- Facilitate budget discussions with families to formulate and implement a plan that allows them to successfully manage financial resources, provide for current needs, pay down debts where possible, and plan for the future.
- Work with property managers to resolve any issues arising from the tenancy of families on your caseload and assist other Family Advocates in this area as needed.
- 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.
- 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.
- Participate in staff meetings and staff trainings as needed.
- Assist with triage of shelter participants.
- 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 Social Service Managers, Family Center Managers and staff.
- 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

- Any combination of education and work experience in social services, case management and/or housing assistance totaling two years; or Bachelor's Degree in social service/social sciences field with at least six months experience working on poverty/homelessness issues and/or related topics
- 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: Tammy Montgomery, Human Solutions, to tmontgomery@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.