

Shalom Center
JOB DESCRIPTION

POSITION: Diversion Specialist

DEPARTMENT: Shelter Programs

REPORTS TO: Shelter Director

JOB SUMMARY: The diversion specialist works with those who are at imminent risk of homelessness and/or those who have lost their housing by assisting them with finding alternate solutions to entering shelter or unsheltered homelessness. The Diversion Specialist will work closely with community partners to quickly divert and prevent individuals and families experiencing a housing crisis from becoming homeless by providing intervention services. Additionally, the Diversion Specialist will spend considerable time with clients in immediate need to complete an assessment, work to develop creative, alternate housing solutions and connect them to needed mainstream resources.

ESSENTIAL JOB FUNCTIONS:

1. Assist those who are seeking shelter with finding alternative places to stay
2. Develop creative housing solutions unique to the individual such as family mediation, roommate agreements, rental agreements, repayment agreements, verbal and/or written agreements, between family members, conversations with probation officers, landlords, etc.
3. Provide information and assistance with access to mainstream resources
4. Maintain complete and accurate client files
5. Track outcomes related to diversion and record data
6. Ensure accurate and complete entry of client information in the Homeless Management Information System.
7. Work as a team with shelter support staff and case managers
8. Screen clients for shelter eligibility and special needs
9. Schedule intakes according to level of priority
10. Attend trainings and meetings as requested
11. Maintain membership and be active on local committees specific to homelessness as requested
12. Participate in the Point in Time Count

MARGINAL JOB FUNCTIONS: Assist with fundraisers, events and other activities

PHYSICAL AND VISUAL ACTIVITIES: sit, stand, bend, lift up to 20#

QUALIFICATIONS:

1. Knowledge of issues surrounding poverty and homelessness
2. A passion for working with individuals and families who are experiencing homelessness and for those living with disabilities such as mental illness, substance use disorders, etc.
3. Ability to exercise sound judgement, work independently, and handle multiple tasks
4. Knowledge of and ability to use crisis de-escalation skills
5. Ability to maintain a calm and sensitive demeanor in stressful situations
6. Ability to maintain professional relationships with diverse groups and community representatives
7. Intermediate proficiency in Microsoft Office (Word, Excel, and Outlook)
8. Proficiency in operating a variety of office equipment including copiers, computers, and printers
9. Ability to maintain detailed and organized records and to manage time effectively
10. Excellent written and verbal communication skills

The Shalom Center is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.