



## JOB DESCRIPTION

Position Title	Program/Department	Reports to
Coordinating Diversion Specialist	Housing	Housing Programs Administrator
Employment Status	FLSA Status	Start Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Non-Exempt	May 1, 2024

### POSITION SUMMARY

Good Samaritan was recently chosen by the State of Michigan to pilot a new shelter diversion pilot program. This “Empowered Housing Shelter Diversion Program,” helps families avoid homelessness and achieve housing stability and is most effective when local agencies share understanding and work collaboratively to implement and practice diversion methods together. With this in mind, the Coordinating Diversion Specialist will be a forerunner in the implementation of the program and provide community-based shelter diversion trainings for partnering agencies, and work with housing leadership to assess program role out, and ensure all voices are included in the implementation of program strategy. They will meet regularly with the MSHDA cohort learning circle to share program ideas and gather feedback from other locations across the state who are implementing the program. They will also play a key role in diverting and preventing individuals and families from homelessness by providing direct services of intervention for eligible households and assisting other diversion staff in their empowerment work. This is mainly an in-office position with the possibility of some remote work once the initial employee review period is over and will involve meeting with individuals and families at multiple community locations as needed.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

#### Coordinating Program Implementation - 30%

- In collaboration with housing leadership, create and provide training to community partners around best practices for shelter diversion, and ensure clarity of messaging of program expectations with partners
- Attend all MSHDA cohort sessions, and present on findings and recommend program changes to housing leadership based on other successful models
- Partner closely with the local homeless shelters to ensure continuity of services
- Strengthen collaboration with homeless school liaisons and agencies that serve BIPOC and/or underserved populations to increase accessibility to diversion services
- Learn and comply with regulatory program rules and expectations

#### Direct Diversion work – 70%

- Assist participants in locating, securing and/or maintaining housing of their choice using a strength-based approach to services

- Develop a housing stability plan with tenants identifying immediate needs and long-term goals
- In collaboration with the Housing Case Management Lead, utilize a progressive engagement model to determine use of flexible funding to support families and individuals qualifying for diversion services
- Provide regular meetings with participants to review goals, track accomplishments, and review budgets
- Mediation with family, landlords, and other interested parties in an effort to retain housing
- Provide community resources that aid individuals/families in housing stability
- Track outcomes of tenants and accurately report through database system
- Maintain appropriate boundaries with clients, staff and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in all forms of correspondence
- Maintain a collaborative and cooperative working relationship with partner agencies and applicants
- Participate in at least bi-weekly 1:1 supervision meeting with the Case Management Team Lead
- Prioritize workload to maintain highest quality of services provided
- Perform other duties as assigned

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Bachelor's Degree with some experience in a Human Services field preferred
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Excellent oral and written communication skills
- Ability to maintain professional boundaries and adhere to professional standards of confidentiality and ethical conduct in all communication
- Ability to be flexible and problem solve
- Basic mathematical skills
- Ability to collaborate with other organizations
- Must have access to a personal vehicle, valid driver's license and auto insurance

#### **PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Experience in non-profit setting
- Spanish language proficiency preferred

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

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

The Diversion Specialist will work on sight in a professional office setting. They may also have regular visits with clients in the community. While performing the duties of this job the employee is regularly required to move about to access file cabinets, office machinery, etc. and must be able to remain in a stationary position for 50% of the time, and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

**Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.