



## JOB DESCRIPTION

Position Title	Program/Department	Reports to
Diversion Specialist	Housing	Housing Programs Administrator
Employment Status	FLSA Status	Revised Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Non-exempt	May 28, 2024

### POSITION SUMMARY

Good Samaritan’s mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

As an important part of the Good Samaritan Housing Team, the Diversion Specialist will collaborate with community partners to divert and prevent individuals and families experiencing a housing crisis from becoming homeless by providing intervention services. They will conduct in-depth assessments of the needs and barriers of people at risk of experiencing homelessness, and then connect those individuals with the appropriate services and resources that will enable them to remain housed permanently. Mediation with family, landlords, and other interested parties will be a responsibility for this position. Additionally, they will make referrals to partner agencies and track outcomes related to diversion activities. To best serve the community, we are seeking an individual fluent in both English and Spanish. This is mainly an in-office position with the possibility of some remote work once the initial employee review period is over.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Learn and comply with regulatory program rules and expectations
- 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
- 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)**

- 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)**

- Bachelor's Degree with some experience in a Human Services field preferred
- Experience in non-profit setting
- Spanish language proficiency

**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 site 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.