

**Dawning Family Services
JOB DESCRIPTION**

POSITION	Diversion Specialist
DEPARTMENT	Program
REPORTS TO	Director of Programs
FLSA STATUS	Exempt – Full Time temporary position
SALARY	\$32,000 to \$36,000
POSITIONS SUPERVISED	None

MISSION

We create sustainable change in the lives of our community's most vulnerable families.

POSITION FUNCTION/OVERVIEW:

In conjunction with the Director of Programs, the Diversion Specialist will establish protocols and case management services to help divert families from the entering the homeless shelter system. The Diversion Specialist will reduce the number of families with a minor child(ren) from becoming homeless by connecting them to services and/or financial assistance to help them maintain, or return to, permanent housing. Responsibilities include, but are not limited to, assessing families for the diversion program, providing financial assistance, advocacy, community integration, mediation, and referrals to services from Dawning Family Services or community resources.

All DFS employees are expected to demonstrate the mission, values, and sensitivity to the diversity of the organization's clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

- Assess families who meet Dawning Family Services criteria and are seeking homeless assistance services to determine if they are appropriate for diversion services.
- Work with the families to create a housing stabilization plan for both immediate housing and long-term housing stability outlining the services that will be received such as, financial assistance, case management, alternative housing arrangements, conflict mediation, housing search, and/or connection to mainstream services.
- Network and maintain on-going relationships with landlords and rental agents to help families find housing, who due to barriers, would otherwise be denied.
- Identify resources available to clients in their community and assist clients in building and maintaining these relationships to ensure housing stability.
- Document diversion services and maintain thorough and accurate client records.
- Input client information into the HMIS/UNITY database in a timely fashion.
- Communicate effectively with other staff within an interdisciplinary context and participate in, and contribute to, the development of policies and procedures.
- Participate in staff meetings, trainings, and staff-development activities to acquire and maintain both interpersonal and operational skills necessary for successful job performance.

- Must be able to work a flexible schedule including nights and weekends.
- This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.
- This position is funded through a contract and could end on September 30, 2020 if the contract is not renewed.

PRINCIPAL RELATIONSHIPS: Regular contact with DFS staff to provide and obtain information. Frequent contacts with outside agencies including government agencies, housing, and community resources, and advocacy groups to facilitate the process of clients transitioning into and maintaining permanent housing.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. DCF background clearance, fingerprinting and drug testing required. Must have reliable transportation, valid FL ID, auto insurance, and clean DMV record.

EDUCATION and/or EXPERIENCE: Bachelor's degree. A minimum of two years' experience related to homeless services, property management, and/or real estate is required. Knowledge in federal, state, and local fair housing laws. Demonstrated ability to build and maintain relationships with a wide array of people and organizations.

RELATED SKILLS: Knowledge of homeless issues, community services, building codes, and tenant and landlord laws are required. Strong written and oral communication skills. Effective interpersonal skills to interact with clients, external partners, agencies, and others to assure clients' needs are met. Ability to work independently with minimum supervision. Knowledge of office systems including databases; MS-Office preferred.

LANGUAGE SKILLS: Outstanding communication and interpersonal skills are essential. Ability to effectively present information in one-on-one and small group situations to clients, other agencies, and community partners. Ability to respond to common inquiries or complaints from clients, residents, outside agencies and community partners. Must be able to conceptualize well and communicate professionally and effectively. Bilingual in English/Spanish is strongly preferred.

MATHEMATICAL SKILLS: Ability to perform basic mathematical skills, Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions, Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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 sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds and occasionally lift

and/or move up to 20 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.

Must adhere to safety and OSHA Standards. Observe safety requirements as required by employer and adhere to state and local health and safety regulations.

Dawning Family Services is an Equal Opportunity Employer