



Diversion Case Manager

DEPARTMENT: Assessment & Diversion
REPORTS TO: Director of Assessment & Diversion

IMPORTANT JOB DETAILS:

JOB SUMMARY:

Family Gateway Diversion Case Manager is responsible to explore all possible options with each family and consider creative solutions to solve their current housing crisis. This staff person will utilize his/her resources in the community and reach out to outside communities to identify possible housing options to successfully divert families from shelter and into alternative housing options.

JOB DUTIES/RESPONSIBILITIES:

- Maintain timely, accurate and up to date documentation, assessments, referrals, client records, case notes in real time or within 3 business days of assessment in HMIS.
- Develop comprehensive housing plans with each family who is successfully diverted which should include clear action steps for each party to follow-up.
- Work effectively with populations that have experienced vulnerability, trauma, economic poverty, incarceration, substance use, developmental delays, compromised mental wellness, brain injuries, literacy, and numeracy issues, and/or, other conditions or situations that have impacted housing stability.
- Complete in-depth assessments, provide housing search, engaging with landlords and assist with leasing process.
- Provide conflict resolution/mediation, landlord negotiations and ongoing case management.
- Act in a positive, solution-focused manner to achieve objectives with service users, remembering that our service is to those experiencing the trauma of homelessness
- Motivate and organize self to complete tasks with service users, often in non-therapeutic environments.
- Empowering families facing imminent homelessness to identify safe and appropriate housing options and assisting them in avoiding shelter and returning immediately to housing.

- Maintain confidentiality in all aspects of the work environment.
- Return all phone calls within 24 to 48 hours.
- Identify other needed services and make referrals as appropriate;
- Keep and maintain up to date knowledge base of community resources that may benefit client.
- Use motivational interviewing and strengths-based questions to help families uncover solutions to end their homelessness.
- Attend Family Gateway meetings as relevant to the position of Diversion Specialist.
- Engage effectively and constructively with Supervisor to make program refinements in the best interests of the client.
- Provide periodic back up to Assessment & Diversion staff/front desk receptionist during absences or vacancies.
- Perform all other duties as assigned.

SUPERVISORY RESPONSIBILITIES: Yes No

QUALIFICATIONS:

- Excellent oral and written communication skills
- Computer skills and data entry required; sharp attention to detail
- Ability to work in a fast-paced environment
- Must work well under pressure with clients who are in various states of emotional distress
- Must be flexible and able to multi-task
- Bi-lingual; preferred.
- Social work, customer service or other human services background required.
- Experience working with populations that have experienced trauma or crisis is desired

WORKING CONDITIONS:

This is a full-time and it is subject to the Fair Labor Standards Act. Work hours are Mondays-Fridays 9a.m.-6p.m. and an alternating Saturday out the month. Applicants should be able to work in a cooperative team atmosphere, function smoothly under stress, and possess excellent communication and organizational skills.

May be sitting for long periods of time.

To apply, send cover letter with resume to rhernandez@familygateway.org.