



## JOB DESCRIPTION

**Position Title:** Diversion Specialist  
**Reports to:** Coordinated Entry System Manager  
**Location of Job:** Visalia, CA  
**Employment Category:** Full-time, non-exempt

### POSITION SUMMARY

The Diversion Specialist (DS) 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 and must be able to not only assess the situation but also brainstorm creative alternative solutions, and connect clients with mainstream services as needed. Mediation with family, landlords, and other interested parties will be a major responsibility for this position. The Diversion Specialist will make referrals to partner agencies and track outcomes related to diversion activities. The DS will also provide support to managers and employees of Kings Tulare Homeless Alliance and manage the company's general administrative activities.

Diversion is a critical component of the Coordinated Entry System (CES). CES refers to the practice of conducting in-depth assessments of needs and barriers of people experiencing homelessness or at risk of experiencing homelessness, then connecting those individuals with the appropriate services and resources that will enable them to remain housed permanently. The goals are to end homelessness where it already exists, prevent it where it's about to exist, and when it cannot be ended immediately, to ensure that services are provided to the most vulnerable individuals first whenever possible.

Competitive candidates must have experience working respectfully with people in crisis who may have multiple complex needs including but not limited to domestic violence, alcohol and drug addiction, mental health, poverty, disability and homelessness.

Driving may be necessary for business. Incumbents must possess a valid driver's license and reliable transportation. Work hours for this position are Monday through Friday, 8:00 am to 5:00 pm.

### BACKGROUND

The Kings Tulare Homeless Alliance (Alliance) is a non-profit organization made up of community partners working together to address housing and support service needs of homeless families and individuals in Kings and Tulare Counties. The mission of the Alliance is to coordinate and leverage policy and resources that empower community partners to address homelessness in Kings and Tulare County.

To fulfill our mission, the Alliance engages in a range of programs and services such as administering the Federal and State funding applications to increase funding availability to local agencies, managing the bi-county

Homeless Management Information System (HMIS) and Coordinated Entry System (CES), as well as organizing the Point in Time homeless census and Project Homeless Connect events.

The Alliance continually works to increase general awareness of solutions to homelessness, promotes and supports “Best Practice” services to end homelessness, shares resources with partner organizations and the community, and engages stakeholders and the community in strategic initiatives.

## **ESSENTIAL FUNCTIONS**

- Conduct initial screening to assess appropriate service suggestions and facilitate setting appointments for referrals and/or services.
- Act as a liaison between individuals or families experiencing a housing crisis and supportive services, landlords, and community agencies.
- Enter, update, and maintain data in Homeless Management Information System (HMIS) and track and report progress.
- Create and sustain community partnerships to ensure mainstream resources are being utilized by households.
- Identify and establish partnerships with local landlords.
- Provide mediation and advocacy with landlords, as needed.
- Maintain accurate daily records, reports, and files for each client.
- Attend monthly Bi-County Case Management Roundtable meetings.
- Complete general clerical duties including but not limited to: answering phones, photocopying, scanning, filing, mail management, office organization, etc.
- Maintain all common areas.
- Set-up for meetings and trainings.
- Other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to work well under pressure.
- Knowledge of issues related to homelessness, housing opportunities and programs for homeless individuals, and other social services.
- Ability to maintain professional relationships with diverse groups and community representatives.
- Data collection and reporting skills.
- Ability to maintain a calm and sensitive demeanor in stressful situations.
- Motivational interviewing and Stages of Change, Harm Reduction, Housing First, Trauma Informed Care.
- Crisis de-escalation skills.
- Bilingual (English/Spanish) preferred.
- Accuracy and attention to detail.
- Ability to manage time effectively.
- Excellent written and verbal communication skills.
- Ability to exercise sound judgment, work independently, and handle multiple tasks.
- Ability to maintain detailed, organized records.
- Intermediate proficiency in Microsoft Office Suite applications (Word, Excel, Outlook, PowerPoint, Publisher, etc.).
- Proficiency in operating a variety of modern office equipment including copiers, computers, and printers.

- Must possess reliable, insured transportation with minimal auto insurance coverage as required by law. Must possess a valid California driver's license and be able to use personal vehicle in the course of routine job duties.

#### **EDUCATION AND EXPERIENCE**

- A Bachelor's degree in social work or a related field or an equivalent combination of education, training, and experience.
- Minimum of one year of relevant experience.
- Knowledge of, and passion for, local housing and poverty issues in the Kings/Tulare region.

#### **ENVIRONMENTAL CONDITIONS**

- Indoors in a typical office environment with little exposure to excessive noise, dust, fumes, vibrations, and temperature changes approximately 50% of the time.
- Outdoors with exposure to noise, heat, and cold approximately 50% of the time.
- Frequent computer use at a workstation for up to two hours at a time.
- May move (walk or drive) from one location to another occasionally.

#### **PHYSICAL DEMANDS**

- Attendance and punctuality.
- Ability to sit for 80% of the time.
- Ability to carry/transport office supplies, equipment, and retention file boxes.
- Ability to move within the office and at events.
- Ability to drive a vehicle.

**COMPENSATION:** \$13.50 per hour

**ADA/FEHA:** The Company will make reasonable accommodations in compliance with the American with Disabilities Act of 1990 and Californian's Fair Employment and Housing Act.

**EEO:** The Company is an equal employment opportunity employer.

**APPLICATION PROCEDURE:** Please submit a cover letter and resume by August 31, 2018 to Leticia Hinojosa at [leticiah@kthomelessalliance.org](mailto:leticiah@kthomelessalliance.org).