

Diversion Specialist

Under the supervision of the Emergency Response Team Lead, the Diversion Specialist is responsible for completing initial assessments for people experiencing homelessness for the purpose of assisting them to find alternatives to shelter if possible.

General Expectations

Works in accordance with HHC values and ethics standards including:

- Guests/participants, colleagues and volunteers treated with respect at all times.
- Complies with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening or derogatory language at all times unless an emergency situation requires special behavior.
- Maintains confidentiality of guest information both in and outside of work.
- Treats all guests and fellow staff members fairly in accordance with HHC guidelines and policies.
- Completes all checklists, incident reports, time cards and other written materials carefully and honestly.
- Collaborates actively with fellow staff members to achieve HHC objectives and improve services. Functions as a supportive team member enhancing the effectiveness of colleagues. Offers feedback as needed but in a respectful and open manner.
- Assumes responsibility for understanding and following HHC procedures, outside agency regulations, laws and standards applicable to his/her area of responsibility.
- Reports any ethical violations or significant failure to follow HHC policy to appropriate management staff.

Specific Responsibilities

1. Conducts CAN assessment appointments with the goal of developing a deep understanding of the participant's challenges, needs and resources in order to facilitate diversion where possible.

2. Assesses eligibility for homeless response system supports and enters data as needed to create a CAN assessment in HMIS for those eligible.
3. Utilizes effective interviewing approaches to partner with participants to identify alternatives to emergency shelter. Works with participants to develop detailed diversion plans.
4. Assists participants to implement diversion plans including making referrals, reaching out to housing resources, providing financial support and other assistance that will allow the participant to find options other than shelter entry. Follows diversion to completion or refers follow-up to appropriate resources.
5. Enters CAN assessment and diversion outcomes in HMIS.
6. If diversion is not possible, works with participants to prepare a focused and detailed housing plan to facilitate rapid connection to housing. Follows up on housing plans for individuals placed on the wait list to continue efforts to avoid shelter entry.
7. Refers participants who cannot be diverted to short term shelter resources.
8. Develops specialized diversion expertise as assigned—e.g. housing, SSI advocacy, shared housing etc.

The ideal candidate for this position has strong communication and problem-solving skills. Background in social services a major plus.

There are no specific education or experience requirements but ability to learn and work with on-line systems is key. Training in diversion approaches and available resources will be provided. A valid driver's license and a clean driving record is required. Proof of vaccination is required before beginning work. Bilingual individuals a significant plus.

This is a full-time position and requires in-person work at our site in New London. Some evening and weekend hours are also required. Compensation is \$18-\$21/hour based on experience.

Application

Applications will remain open until a candidate is selected. Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For a more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.



Applications may be submitted by email to:

Nicole Thomas
Personnel Manager
personnel@nlhhc.org

New London Homeless Hospitality Center is an equal opportunity employer that does not discriminate on the basis of race, religion, color, national origin, sex, military status, age, disability, sexual orientation, gender identity, genetic information, creed, citizenship status, or any other characteristic protected by federal, state or local laws. This policy applies to all of New London Homeless Hospitality Center's hiring practices, and to all terms and conditions of employment.