

Diversion Specialist

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

Specific Responsibilities

1. Conducts initial Coordinated Access Network (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. Assures that the participant has a CAN assessment active in HMIS by accessing a 211 scheduled appointment or by doing a walk-in CAN enrollment.
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 the Emergency Response Team Lead.
5. Collects and enters CAN assessment data into HMIS after securing appropriate releases.
6. Enters CAN assessment outcomes in HMIS.
7. 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.
8. Refers participants who cannot be diverted to short term shelter resources.

Application Information

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

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