

**Newcap, Inc.
1201 Main Street
Oconto, WI 54153**

JOB DESCRIPTION

JOB TITLE: Diversion Specialist

RESPONSIBLE TO: Housing Director

CLASSIFICATION: Non-Exempt LTE- one year

WORKSITE: Oconto

PRIMARY RESPONSIBILITY:

Responsible for assisting clients with Diversion Services. Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connect with services and financial assistance to help them return to permanent housing. The Diversion Specialist must be able to multi-task in a fast-paced environment.

SKILLS/ABILITIES:

- Must have analytical skills and abilities
- Must have a high degree of computer operation skills
- Must have the ability to handle multiple tasks
- Must possess a high level of interpersonal skills
- Must have excellent verbal and written communication skills
- Must have the ability to work under pressure and meet deadlines
- Must have the ability to maintain confidentiality
- Must possess the ability to maintain accountability and work independently
- Must have a high degree of dependability, organizational skills, and display high level of integrity and ethical standards
- Must have the ability to exercise independent judgement
- Must have the ability to follow instructions
- Must have the ability to foster teamwork within the department and organization

SCOPE OF RESPONSIBILITY:

Individual:

- Attend workshops, in-service training, conferences and meetings as assigned.
- Comply with all agency policies and procedures.
- Responsible for attending Housing Department staff meetings
- Delivers services with safety, respect, and effectiveness

Newcap, Inc. is an Equal Opportunity Employer.

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- Accept other duties as assigned
- Ambassador for Newcap, Inc., along with all employees and responsible for marketing/promoting the organization and its program both internally and externally
- Advocates for the mission of the agency and upholds the agency's values

OBLIGATIONS:

- Engages directly with individuals and families seeking homeless and housing services from Newcap
- Act as a primary point of contact for individuals screened who may be able to be diverted from entering the homeless system – diversion will generally occur before entering the homeless system but could occur within a few days of entering shelter
- Applies a formal diversion and assessment tool with prospective service users, maintaining objectivity in factually determining acuity and whether there is a match between individuals/families' needs and the services of the organization or elsewhere in the community
- Communicates effectively with prospective service users on the results of her/his/their assessment and the rationale for the proposed course of action (or inaction)
- Provides tools for evaluating and providing solutions to housing needs, facilitates transportation and supportive services; ultimately determining whether they need to be connected with services and financial assistance to help them return to permanent housing
- Help find alternative housing options using creative problem-solving skills. This position will work to identify housing solution that, at a minimum, can last for 90 days, but offers the possibility for a long-term housing placement
- Maintain an active caseload of approximately 20 clients who need scheduled appointments weekly; monitors progress and assists in compiling all data for reporting purposes into HMIS/WISP
- Conduct assessment such as the VI-SPDAT
- Address barriers to housing by assisting client with applying for mainstream benefits and obtaining identification documents, as well as providing referrals to community health services, mental health services, substance use treatment programs, vocational and educational services, and various housing options, including facilitated connections to private landlords
- Has operational understanding and effective collaborative relationships with other community resources
- Engages effectively and constructively with Supervisor to make program refinements in the best interests of service users
- Participates in ensuring confidentiality of assessment information related to all relevant legislation
- Collects and coordinates assessment data and records

SKILLS AND QUALIFICATIONS:

- Ability to perform the above duties with minimal supervision.

- Excellent verbal and written communication skills to individuals and groups regardless of age or background.
- Ability to work using discretion and judgment concerning the ongoing operation of the Housing Program.
- A degree in a High School Diploma and experience in the human services field is preferred.
- Must be able to utilize a computer and basic programs (e.g., Microsoft Word and Excel) and data entry systems for communication, documentation, and data tracking.
- Ability to travel to training sessions, which are sometimes overnight.
- Good organizational skills and must be flexible.
- Must have a valid driver's license and have access to a reliable car with insurance coverage.

PHYSICAL REQUIREMENTS:

- 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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear.
- Specific vision abilities regularly required by the job include close visions, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee is occasionally required to stand, walk, and lift and/or move objects.
- While performing the duties of this job, the employee is rarely required to balance, stoop, kneel, crouch or crawl, and exert up to 20 pounds of force.

WORK ENVIRONMENT:

- Work environment characteristics 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.
- The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.

OTHER DUTIES:

- Please note: this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.