



Diversion Specialist

Services Department  
Northern Region or Central/South Region

**Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

**Position Summary:**

The Diversion Specialist is a full-time position that has two goals as a priority focus: diverting people from entering shelter, and assisting to rapidly re-house those who do. This position will play a role in helping to shape the new Housing Resource Center at Father Bill's Place in Quincy, MA. This model seeks to reduce and end homelessness more rapidly than traditional shelter. This position will be part of a larger Re-Housing Team, focusing on assessment and planning, as well as collaborating with peers on case coordination. The Diversion Specialist will also educate community providers about services available in the shelter and appropriate/inappropriate referrals.

Key characteristics of this individual include: compassionate listener who helps guests to feel safe in opening up about their situation; able to conduct assessments and coordinate planning with Re-Housing Team; strong problem solver and critical thinker; able to combine respectful and assertive approach in helping guests seeking shelter to pursue alternative plans whenever possible; and effective advocate with external supports/organizations. This position requires 2-4 years of relevant experience and/or social work or a Bachelor's Degree in social work or related field. Typical schedule is Monday-Friday 10am-6pm, but hours can be flexible based on job and staff needs. CPR certification is required and provided by FBMS. AED and First Aid may also be required and will be provided by FBMS.

**Essential Responsibilities:**

- Advocate on behalf of program guests in order to help them move forward out of homelessness.
- Work as part of the team with support staff and guests to assess and redirect as many people as appropriate to alternative options rather than shelter (diversion).

- Complete intake and assessment in order to identify guests' strengths, needs, barriers, and goals in order to achieve shelter diversion or rapid and appropriate shelter exit.
- Work with guests to develop short-term plans to obtain stable housing, treatment options, employment strategies, and/or to move toward economic self-sufficiency, including implementation of an immediate plan for shelter diversion. Create and implement individual action plan within 48 hours of assessment.
- When cases are determined to require long term/intensive work, it may require transition to fellow staff.
- Work with outside providers to educate community about shelter services and appropriate/inappropriate referrals and to encourage phone referrals and scheduling of intake appointments.
- Help guests apply and complete applications for mainstream benefits.
- Develop and maintain positive working relationships with local landlords, property managers, housing authorities, social service organizations, state agencies, and internal partners.
- Develop an understanding of available housing programs including Rapid Re-Housing assistance and/or other subsidized housing programs.
- In partnership with management and Senior Leadership, participate in strategic planning and program development. Participate in the development and revision of program specific policies; assist with the implementation of new and/or revised diversion policies and protocols.
- Collect and maintain data-based statistical information; Maintain accurate case records and submit written service outcome reports as needed.
- Provide support, crisis intervention, mediation and service coordination.
- Demonstrate a high degree of confidentiality pertaining to case records and information.
- Attend and participate in staff meetings and trainings as required.

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.