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Part-time Diversion Specialist

Summary of Position: As the largest Access Point for the Greater Richmond Continuum of Care (GRCoC), the Homeless Crisis Line (HCL) provides phone-based diversion, mediation, and safety planning for households/individuals experiencing or at-imminent risk of homelessness. Currently, the HCL operates Monday – Friday 8am – 6pm; however, this position will assist in expanding those hours to Monday-Friday 8am-9pm and Saturday and Sunday 8am-4pm. Successful applicants will have the opportunity to take part in this multi-agency collaborative that is at the forefront of best practice for access to homeless services.

The role of the Diversion Specialist is to facilitate calls on the HCL to assist those who are within three days of losing housing or experiencing homelessness with access to safe alternatives to shelter or access to shelter through the shelter referral system. It includes answering incoming calls in a client centered, trauma-informed, solution-focused manner and providing access to housing-focused strategies that reduce the likelihood the caller will become homeless. This position works in partnership with the GRCoC, local service providers, government partners and funders to provide a comprehensive regional approach that aligns seamlessly with the Coordinated Entry System.

Reports to: The Part-time Diversion Specialist reports to the Coordinated Entry System Administrator.

Duties and Responsibilities:

- Conduct initial screening of callers to assess appropriate services suggestions and facilitate setting appointments for referrals and/or services.
- Respond to client calls by assessing the level of danger for domestic and sexual violence, mental health, substance abuse, and homeless issues and offers referral resources.
- Facilitate and provide housing-focused diversion and mediation services for households experiencing or at imminent risk of homelessness.
- Ensure the collection of required service utilization, demographic, and outcome data and enters the needed data in the Homeward Community Information Systems (HCIS).
- Build strong, strategic relationships with community partners.
- Participate in case conferencing, as directed by the Coordinated Entry System Administrator

Knowledge, Skills, and Abilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Excellent verbal and written communication skills are required. Flexibility in work hours and computer knowledge is imperative.

Education and Work Experience:

- Knowledge of homeless services or another comparable human services system
- Knowledge of or experience with Greater Richmond homeless/human services is preferred
- Undergraduate degree in social work, behavioral science, or related degree and or relevant experience.

Homeward is an equal opportunity employer and we are committed to increasing and enhancing the diversity of our professional team. This is a part-time position at \$22/hour. Homeward is committed to protecting the health and safety of our team. At this time, this position is entirely remote.

To apply, please send your resume and a letter of interest to jobs@homewardva.org. For more

information on Homeward and the Greater Richmond Continuum of Care, please visit www.homewardva.org and www.endhomelessnessrva.org.