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Position Title: Diversion & Prevention Coordinator

Hours: 40

Reports To: Director of Housing Services

Benefits: Full

Position Summary: Reporting to the Director of Housing, the Diversion Coordinator will be responsible for overseeing the triage, assessment, and diversion services to families who have applied for Emergency Assistance at the Boston and Chelsea offices of DHCD. The Diversion team will explore all possible options with each family and consider creative solutions to solve their current housing crisis. The Diversion Coordinator will seek out resources and make connections with landlords in the community and in outside communities to identify possible housing options to successfully divert families from shelter and into alternative housing options. This position is housed at the 1010 Mass. Ave., Roxbury DHCD office.

Agency & Program Background

Project Hope works in partnership with families so they can move up and out of poverty. We do this by being a catalyst for change in the lives of families and in the systems that keep them poor; developing and providing family support solutions for homelessness and poverty; and advocating for just public policies that strengthen families.

Located in Boston's Dudley Street neighborhood, Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, today Project Hope offers an array of services to assist families – especially low-income single mothers – in gaining the resources and skills to overcome their impoverished circumstances.

In 2006, Project Hope opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, the original site remains home to the family shelter and child care center.

Responsibilities:

- Provide oversight and coordination of this offsite Project Hope Diversion and Strategic (SPI) program at the Boston and Chelsea DHCD offices;
- Train, supervise, and support the Diversion and Prevention Specialists;
- Ensure that each family who is applying for Emergency Assistance is met with respect and compassion by our Project Hope Diversion Team;
- Prepare and submit regular reports as needed;
- Track funding expenditures;

- Maintain good communication with the Director of Housing;
- Maintain good relationships with DHCD staff to ensure coordination of services;
- Work to develop a network of landlords and other housing resources in various communities;
- Provide a thorough, strength-based assessment for each family and support other staff in doing a quality assessment with all families;
- Engage families in a discussion to brainstorm about potential housing solutions and work together to explore each option and come up with a plan that is best for this family;
- Develop comprehensive housing plans with each family which should include clear action steps for each party to follow-up;
- Maintain in-depth knowledge of services and programs offered in various communities and make referrals as appropriate;
- Assist families in contacting landlords, completing housing applications and other paperwork as necessary;
- Complete a detailed budget with each family and determine what level of funding is necessary for the family to be successfully housed;
- Complete all documentation necessary to access various funding options and ensure that this is done accurately by the Diversion Team in compliance with DHCD and other relevant guidelines;
- Remain up-to-date on housing regulations and programs relevant to program participants;
- Ensure that all services are documented (e.g. face to face, phone and collateral contacts) in a timely and thorough manner;
- Document client outcomes and enter client data into appropriate database;
- Attend Housing Department staff meetings at Project Hope, all Project Hope staff meetings, and other trainings and events held at Project Hope;
- Attend quarterly Diversion meetings and monthly SPI meetings;
- Ensure that there is always office coverage during DHCD business hours, including days that Project Hope is closed and DHCD is open;
- Other duties as assigned by supervisor;

Qualifications:

- Five years of housing search experience and/or case management experience required;
- A bachelor's degree in social work or a related field or relevant experience preferred;
- Supervisory experience required;
- Extensive knowledge of best practices in working with families;
- A strong ability to keep work organized;
- An ability to work closely with a team of direct service staff, as well as an ability to work with a diverse group of people;
- A demonstrated ability to work independently;
- Strong problem-solving skills, patience, and perseverance;
- Good math, verbal and written communication skills;
- Computer proficiency in Microsoft Office Programs required;
- Bilingual candidates are encouraged to apply.

Education Requirements:

- Bachelor's in social work or a related field preferred

Project Hope values diversity in its workforce and candidates from a wide range of backgrounds are encouraged to apply.

Contact:

Please submit cover letter and resume to: Peggy Comfrey, Human Resources Manager at pcomfrey@prohope.org.