



Diversion Specialist

About Outreach, Inc.

Outreach, Inc is a faith-based nonprofit in Indianapolis, IN that serves youth and young adults (ages 14-24) experiencing homelessness with the compassion of Jesus Christ. Outreach's mission is to equip and empower homeless youth and young adults to achieve stability and life transformation. Through the YouthLink program, Outreach provides system navigation and homelessness diversion and prevention services targeted to youth.

Position Duties & Responsibilities

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel.

- Meet with youth and young adults (ages 14-24) who are at imminent risk of homelessness. Use best practice approaches and screening to determine the needs of the young person and whether they are eligible for diversion services
- Engage in problem solving alongside clients to support them as they resolve their immediate housing crises with an emphasis on flexible, creative and individualized solutions
- Explore opportunities to self-resolve housing crises through employment and unsubsidized housing search and placement where appropriate
- Provide mediation and conflict resolution services where appropriate to assist clients in stabilizing their housing situation and utilizing their natural support network to support their housing
- Support clients as whole people by addressing challenges beyond housing specific concerns, including: positive and supportive connections, social-emotional wellbeing, education, employment, and access to healthcare
- Communicate with clients in an empathetic and supportive way using a variety of communication methods including in person meetings, phone calls, text messages, email and social media
- Create, complete, and maintain accurate documentation in the Homeless Management Information System based on funding source requirements
- Attend, participate in training opportunities as directed, and provide training to other providers on youth homelessness diversion
- Work collaboratively with other community systems and organizations (child welfare, education, juvenile justice, Continuum of Care homeless services, community centers, legal services, etc.) to provide the best possible care of all youth and young adults facing housing crises

Position Qualifications

The requirements listed below are representative of basic qualifications needed for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Experience

- Experience helping others resolve inter-personal conflicts and the ability to mediate fairly between different parties
- Personal experience navigating homelessness and/or social service systems preferred
- 2 years of working directly with youth and young adults preferred

Education

- Associate's degree (or higher) preferred in related field (social work, sociology, human services, psychology, public administration, child and family development, etc.), but not required

Knowledge, Skills, Abilities

- Ability to creatively problem solve in collaboration with clients
- Ability to quickly build rapport with clients, creating a safe emotional and conversational space for all persons experiencing homelessness regardless of race, ethnicity, gender, sexual orientation, disability, socioeconomic status and appearance
- Ability to engage productively and proactively with clients, their support networks, landlords/property managers, and other community partners
- Understanding of how systems of structural and institutional oppression contribute to homelessness
- Enjoys working both independently and with a team
- Flexible and able to adapt to a changing environment
- Attention to detail and organization with the ability to enter data and documentation completely and in a timely manner
- Persistence, resilience and creativity in engaging clients
- Access to reliable transportation and possession of a valid driver's license

Work Environment

This position operates primarily in an office environment with some community-based work on an appointment basis. Time at partner agencies and meetings with clients in public and home-based locations may be required as determined in conjunction with supervisor. The individual is expected to maintain professional demeanor and contribute to an environment of courtesy, respect and enthusiasm. This position may require occasional work outdoors with exposure to weather conditions.

This position is an exempt, full-time, salaried position. Generally, hours will be Monday to Friday, 9 AM to 5 PM, but will require the ability to be flexible in your schedule, including occasional evenings or weekends for a total of 40 hours per week.

This position reports to the Director of Community Partnerships.

Salary and Benefits

Starting salary range of \$38,000 to \$42,000, based on experience and qualifications.

Competitive health/vision/dental package and paid life insurance, retirement contributions, paid vacation days, 12 paid holidays, paid sick days, and paid quarterly Spiritual Formation Days and optional additional benefits.