

BIG BEND HOMELESS COALITION

Supportive Services for Veteran Families (SSVF) Diversion and Mediation Manager

Full Time/Exempt Salary: 36,000-38,000

Position Summary: The SSVF Program is a federally-funded program designed to provide housing stabilization assistance and services to Veterans and their families who are homeless or at imminent risk of homelessness. The SSVF Diversion and Mediation Manager is responsible for quickly making contact with newly identified Veterans, identifying Veterans for whom rapid resolution/diversion/prevention should be pursued with, facilitating and mediating solutions with the Veteran, perhaps mediating between the Veteran and roommates, spouses, or family. The person in this position will need to be a self-starter who is able to create solutions to help the Veteran quickly resolve their housing instability issue. As an exempt position, this employee will work a more flexible schedule and be responsible for some on call coverage to respond to mediation emergencies. This position provides outreach and engagement services, prevention and diversion services, mediation services, and provides linkages to benefits, housing assistance, and case management.

QUALIFICATIONS:

Master's Degree in social work or other human services field, with two years' experience in conflict resolution, and informal or formal mediation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides intensive case management to support SSVF prevention and diversion efforts, promote rapid housing placement, re-housing and self-sufficiency.
2. Educates program participants about available services and expectations of participation
3. Performs home visits to ensure housing stabilization and assess for additional services.
4. Ensures compliance with productivity standards and documentation/record keeping for agency and the project, funding and accreditation requirements by maintaining and reporting accurate and timely documentation and statistical data.

SKILLS AND COMPETENCIES REQUIRED:

1. Excellent interpersonal communication and active listening skills

2. Demonstrated ability to work with marginalized populations
3. Possess an interest in social justice and advocacy work for underserved populations
4. Ability to respond appropriately to crisis situations
5. Computer experience, including troubleshooting and problem solving, proficiency in MS Office Suite (Word, Excel, etc.) and database management skills
6. Superior organizational, time management, and communication skills
7. Must be able to comply with complex governmental regulations, policies and procedures and demonstrate thorough document compliance efforts and activities
8. Flexible work schedule including occasional evenings, weekends and holidays as needed to provide excellent customer service
9. Good writing skills and the ability to analyze data and create written reports with accuracy and brevity
10. Knowledge of community resources and ability to foster working relationships with colleagues and community agencies
11. Possess a valid Florida state driver's license with a clean driving record
12. Ability to successfully pass criminal background screening

POSITION WORK CONDITIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Regular travel within 8 county service area. Frequent travel by vehicle, and by foot as appropriate for contacting target population
2. Must be able to adjust to the environment of the target population including making visits to homeless encampments, shelters, and personal living environments when needed
3. Must be available for occasional travel outside of service area for trainings and meetings
4. May require occasional work outside of regular business hours and/or on weekends
5. Must be able to lift up to 25 pounds.

Applications will be taken by email only

Please send cover letter, resume and completed BBHC job application to jobsatbbhc@gmail.com.

The Big Bend Homeless Coalition job application can be found at www.bigbendhc.org under the employment tab. Please write "SSVF Employment Position" in the Subject line of your email.

This job posting ends 5/28/2019 @ 8:00 am. Applications emailed after this date will not be considered.