



Job Title: Shelter Diversion Coordinator
Reports to: Family Services Director
Position Type: Full-Time, Exempt

Who We Are

Family Promise of Waukesha County is dedicated to serving families with minor children who are experiencing or at risk of experiencing homelessness. We believe in treating every individual with dignity, recognizing their ability to identify their own solutions, and helping them secure permanent housing with the proper support from the community. Our team is passionate, dedicated, and committed to maintaining high standards of service to families, volunteers, and one another.

Position Summary

The Shelter Diversion Coordinator will oversee the development, implementation, and coordination of all aspects of the Shelter Diversion program. This program is focused on helping families secure temporary and permanent housing, avoiding the shelter system entirely. The Coordinator will work closely with the Shelter Diversion Family Advocate and the Program Team and will report directly to the Family Services Director. The role requires a trauma-informed approach and creative problem-solving to support families in crisis.

Qualifications and Skills

Education and Experience:

- Bachelor's degree in Social Work or a related field.
- Minimum of 2 years of experience working with families experiencing homelessness.
- Familiarity with shelter systems and shelter diversion practices.
- Experience in program development, implementation, and evaluation.
- Knowledge of the eviction process and mediation techniques.

Core Competencies:

- Strong leadership and organizational skills.
- Creative problem-solver with the ability to design and manage programs and systems.

- Excellent communication, active listening, and people skills, particularly with individuals who have experienced trauma.
- Competency in data collection, input, processing, and reporting.
- Ability to set and maintain confidentiality and appropriate boundaries.
- Flexibility, adaptability, and willingness to learn.
- Capacity to manage crises effectively.
- Commitment to diversity, equity, inclusion, and accessibility.
- Proficiency in Spanish is a plus.

Professional Standards

- Commitment to the ethical principles of the Association of Social Workers.
 - Collaborative team spirit with a proactive approach to problem-solving.
 - Strong multi-tasking skills and the ability to balance competing priorities.
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Essential Responsibilities

Program Administration

- Develop, implement, and routinely assess policies and procedures for the Shelter Diversion program.
- Manage referrals for families with minor children at risk of homelessness.
- Track program data, including inquiries, enrollments, and housing outcomes.
- Monitor and manage the Shelter Diversion budget, including submitting check requests for security deposits.
- Facilitate the Shelter Diversion Advisory Council for Waukesha County.

Family Support Services

- Respond promptly to referrals, assisting families at imminent risk of homelessness.
- Collaborate with the Shelter Diversion Family Advocate to provide compassionate, trauma-informed case management.
- Assist families in securing temporary and permanent housing using creative and resourceful approaches.
- Connect families with community resources to address barriers to housing.
- Advocate for families with community service providers and landlords.
- Provide follow-up with clients (survey or focus groups) to measure the long-term impact of our services.
- Be part of the team that plans seasonal or additional programs as necessary. (Project Connect/EOS)
- Coordinate seminars and weekly family meals for clients in all programs.
- Coordinates supply drives such as: hygiene, cleaning supplies, holiday gift giving, school supplies, winter clothing, etc.

- Maintains a list of work opportunities for clients.
- Works with volunteers to celebrate special days (i.e. mother's day/father's day, birthdays, etc.) during the year for families and their children.

Community Outreach and Partnerships

- Build relationships with landlords, creating incentives and minimizing risks for housing families with barriers.
- Partner with local schools, law enforcement, and agencies to identify and support families in need.
- Develop and deliver seminars to educate community stakeholders about shelter diversion services.
- Create and manage a tenant/property owner mediation program and legal support network for families facing eviction.

Data Management and Reporting

- Maintain accurate and timely records in information systems, including HMIS/Clarity and Coordinated Entry.
 - Track and report outcomes related to family referrals, program enrollment, housing status, and alumni progress.
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Work Environment and Physical Requirements

- Office-based role within a day center shelter, requiring regular interaction with guests, volunteers, and visitors.
 - Regular use of computers, phones, photocopiers, and filing systems.
 - Requires local travel during the business day and occasional evening/weekend hours.
 - Must have a valid driver's license and reliable transportation.
 - Ability to lift and move objects up to 25 lbs.
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Benefits

- Competitive salary based on experience.
 - Health Reimbursement Account for premiums or deductibles.
 - Simple IRA with up to 3% employer match.
 - Paid time off.
 - Opportunity to work in a collaborative, growing agency committed to supporting families in need.
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Note: This job description is not exhaustive and may be updated to reflect evolving needs.