



## **HOUSING AND DIVERSION COORDINATOR**

Journey Home is a thought leader and innovator pushing forward the efforts to end homelessness in the Capital Region of Connecticut. We are a dedicated team of professionals who value hard work, and a flexible, honest work environment.

The Housing and Diversion Coordinator will work to identify, recruit, and maintain relationships with landlords, property management companies, and realtors in the Greater Hartford region who will lease to displaced/homeless households including those eligible for subsidized housing programs. The Housing and Diversion Coordinator will serve as a liaison between the Central Connecticut Coordinated Access Network (CCAN) diversion and shelter case managers and landlords who have available units. They will be responsible for overseeing and maintaining an online, centralized list of landlord information as well as available units. The Housing and Diversion Coordinator will be responsible for ensuring compliance of the identified units with subsidy requirements, including the conducting of Housing Quality Standard inspections. The Housing and Diversion Coordinator will provide ongoing education and mediation to landlords regarding the challenges and benefits of providing opportunities to this population of tenants. The Housing and Diversion Coordinator will assist with Shelter Diversion to fill staff vacancies and other emergencies when they arise in Central CAN.

### **SUMMARY OF DUTIES/RESPONSIBILITIES:**

- Cultivate relationships with property owners, property managers and realty companies in the region by meeting with them one-on-one and educating them about the population we serve and the benefits to leasing to this population.
- Engage with and create relationships with area landlords to maintain real-time knowledge of area vacancies
- Engage in constant communication with Coordinated Access Network (CAN) providers to identify housing search needs and barriers
- Ensure all units meet Housing Quality Standards prior to clients signing a lease. Provide technical assistance to Landlords, assisting them to meet these standards as requested
- Identify funding, rehabilitation, or subsidy opportunities for landlords that would assist them with taking on tenants with barriers to housing
- Serve as CAN shared housing coordinator to facilitate shared housing among clients and CAN housing programs.
- Assist with Central Hub phone lines as needed
- Meet with households in person when needed to assist with housing stabilization plans and other needed services
- Deliver services following best practices including but not limited to: Housing First, Harm Reduction, Trauma Informed Care, Person- Centered Care, and Motivational Interviewing
- Identify a means to create an online database, the "Landlord Listing" that will allow landlords to list their available units and for providers to match their participants with available units

- Provide ongoing technical assistance to providers related to data systems and program paperwork, including the CT HMIS system.
- Develop educational materials and provide ongoing cross-training for landlords, tenants and housing/shelter program staff
- Be available to provide mediation or assistance to landlords should they have a challenging situation with a particular tenant
- Serve as the facilitator between landlords and GH CAN providers in an effort to help clients obtain and maintain permanent housing

**KNOWLEDGE, ABILITIES, QUALIFICATIONS:**

- Two years of experience as a landlord, realtor, leasing agent or property manager preferred
- Knowledge of Housing Quality Standards, and federal and state funding housing programs preferred
- Understanding and commitment to Housing First principles and strengths-based services preferred
- Familiarity with those experiencing homelessness or living with behavioral health issues preferred
- Customer-consumer focused
- Basic knowledge of Microsoft Office suite and data entry
- Excellent organization skills and attention to detail required
- Strong leadership and facilitation skills
- Demonstrable marketing skills
- Excellent communication skills, including written correspondence and phone personality
- Willingness to work flexible evening and weekend hours as requested
- Ability to work independently, adjusting to changing priorities
- Ability to work with groups and balance multiple points of view
- Maintain a valid CT Driver's license, reliable transportation, and adequate auto insurance as required by CT state law
- Bi-lingual in Spanish and English a plus

**Journey Home is an Equal Opportunity Employer**

Journey Home provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Compensation & Benefits:**

- This is a full-time, non-exempt position
- Salary range is \$21 - \$25 per hour; salary based on experience and qualifications, not salary history
- Generous medical/vision/dental/disability/life benefits
- Paid time off – 12 holidays, vacation, personal time and sick leave

**To Apply:**

Send a cover letter, résumé with salary requirements and three references we may contact.

**By mail:**

Journey Home, Inc.  
PO Box 260727  
Hartford, CT 06126

By email: [geri.harrison@journeyhomect.org](mailto:geri.harrison@journeyhomect.org)  
Subject line: Housing and Diversion Coordinator