

# SAMARITAN HOUSE JOB ANNOUNCEMENT



**Neighbor helping Neighbor**

[www.samaritanhousesanmateo.org](http://www.samaritanhousesanmateo.org)



**Position Title:** CES Program Diversion Specialist  
**Department:** CES- Coordinated Entry System Program  
**Supervisor:** CES Program Manager  
**FLSA:** Full Time/Hourly/Non-Exempt  
**Salary Range:** \$20-23.50 per hour DOE and Education

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Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards a status of self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the direct supervision of the CES Program Manager, this position is responsible for professional and constructive engagement with clients seeking shelter services from the Core Network Agencies of San Mateo County. A major function of this position is to engage as many clients as possible who are experiencing a housing crisis and then divert the identified clients from the homeless service system by assisting them in exploring alternative housing resources and by providing the clients with information, guidance and support. The general goal of this position is to reduce the number of people entering emergency shelters and homelessness. Candidate will serve as an integral member of a multi-disciplinary, housing focused service team.

Position will use an evidence-informed tool to objectively determine the acuity of needs and services best designed to meet the client's needs, unless the individual or family can be successfully diverted from services altogether through effective problem-solving and access of formal and informal networks they may have for support.

CES Diversion Specialists will manage a caseload of approximately 50 clients (25% intense daily work and 75% ongoing as needed). While this position is employed by Samaritan House directly, it will work closely with the other seven Core Network Agencies in San Mateo County to provide diversion services both onsite and offsite using assigned technology as needed. This position is expected to maintain all facets of the job including all programmatic and electronic and non-electronic administrative responsibilities in a timely fashion and within audit compliance.

Position will require travel between Agency and Core Network sites located in various municipalities within San Mateo County. The CES Diversion Specialist will work within all federal, state, county, municipal, agency and other local regulations and policies.

## WHAT QUALIFICATIONS ARE NEEDED TO BE CONSIDERED?

**Please note our preferred and in some cases required qualifications for this position:**

**Education-** Bachelor's Degree in social or human services or related field. Masters in Social Work strongly desired. In some cases related and comparable work experience may be considered in lieu of education requirements.

### **Experience-**

- Two years Human Services Field experience including advocacy or case management services
- Two years' experience effectively working with individuals in high risk populations including but not limited to people who have experienced vulnerability, trauma, economic poverty, incarceration, substance use, developmental delays, compromised mental wellness, brain injuries, literacy and numeracy issues; victims of violence, domestic violence or trafficking and/or, other conditions, mental health issues or situations that have impacted housing stability for them
- Two years of experience working with homeless or at-risk families and individuals in crisis.
- Experience working with issues faced by low-income populations is essential.

### **Skills and Expertise -**

- Bilingual and Bicultural English Spanish strongly preferred. Must be able to read, write, translate and effectively communicate in both English and Spanish.
- Must have understanding and ability to comply with complex governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance efforts and activities.
- Clear understanding of professional boundaries with high risk clients under all circumstances as well as the ability to ensure and maintain confidentiality in all aspects of work
- Excellent interpersonal and emotional intelligence skills required. Positive attitude and resiliency. Must be able to regularly interact effectively and empathically with all constituents of diverse backgrounds and in various states of tension.
- Ability to maintain professionalism and deliver excellent client service at all times. Must be able to maintain and build relationships with new and current constituents. Ability to work independently and with teams.
- Excellent initiative and ability to proactively identify challenges. Must have a solutions based approach to challenges. Must be able to manage and de-escalate problem situations successfully.
- Excellent computer proficiency: experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity and related data entry is highly desirable.
- Strong and timely data entry, management, and reporting skills. Excellent mathematical skills for data management and reporting.
- Strong administrative, adaptive and organizational skills. Strong attention to detail and ability to produce excellent and timely quality work is required. Ability to successfully multi-task, prioritize, or alter methodology in a fast paced and ever changing work environment.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required.
- Excellent written and verbal Communication Skills required. Candidate must be able to consistently, regularly, effectively and clearly communicate with Samaritan House constituents of diverse backgrounds and in various arenas of business. The ability to present information in small or large group settings.
- Excellent initiative and ability to work independently and to successfully collaborate with teams. Resourceful and solutions-based approach to challenges; ability to identify and resolve issues without direction when needed. Solutions based approach to all business.
- Candidate must be able to regularly travel throughout San Mateo County (North County, South County, Peninsula, and Coast). Specifically, between the Agency's various sites, Core Agency locations or client's homes as needed. A valid driver's license, proof of insurance, good driving record and a registered vehicle required.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as the program necessitates and as assigned.

## WHAT ARE THE JOB DUTIES?

1. Provide excellent quality and timely services to constituents with safety, respect, and effectiveness. This includes sustained impeccable professional boundaries with all constituents. Engage directly with clients seeking homeless and housing services from each of the CORE Network Agencies of San Mateo County.
2. Perform intakes, screenings and assessments of homeless clients to determine if diversion from a shelter is a feasible option.
3. Provide crisis counseling, develop plans and support to reach a timely resolution of housing crisis
4. Ensure usage of San Mateo County's chosen formal diversion and assessment tool with clients. Maintain objectivity in factually determining acuity and whether there is a match between the individual's needs and the services of the organization or elsewhere in the community.
5. Communicate effectively with all including prospective clients on the results of their assessment and the rationale for a proposed course of action (or inaction)

6. Divert homeless clients from entering the homeless arena by providing services, referrals and mediation to resolve barriers to housing stability and prevent homelessness.
7. Act as a Housing Navigator, fostering and developing housing leads and landlord contacts through outreach activities. Collaborate with other staff to develop and identify housing resources leading to client's housing stability.
8. Provide advocacy, mediation and dispute resolution services with landlords, family or friends to secure or stabilize housing.
9. Coordinate rental/utility assistance strategies and necessary applications. Work with clients who are able to re-house rapidly with financial resources and other resources to help them achieve housing stability.  
In addition, provide options for non-rental assistance line items such as transportation costs, education related materials, applications or holding fees and other costs related to maintaining housing.
10. Provide information and referrals regarding program and other community services available upon successful diversion from shelter. Assist clients with navigation to mainstream and community-based services, including but not limited to: Department of Housing, San Mateo County Human Service Agency, San Mateo County Medical Services; financial counseling, energy assistance, community resources for food, clothing, legal, employment and/or education services.
11. Review and monitor progress, act as a liaison/advocate for the client. Connect clients "in the moment" with health care services, mainstream employment, medical and financial benefit services, as well as Rapid Re-Housing services as appropriate.
12. Strengthen the capacity within the team of assessment and diversion specialists by collaborating effectively with others on the assessment and diversion team and staff in other departments and agencies.
13. Maintain operational understanding and effective collaborative relationships with other community resources
14. Maintain all administrative duties including but not limited to: maintaining current all documentation of assessments and diversions in real time. Maintain complete, compliant, accurate, timely and organized client files, both physical and electronic files. This includes but is not limited to closing out files in a timely manner and maintaining files according to gov't and industry standards and regulations.
15. Perform data entry and reporting-Collect and coordinate assessment data and records to ensure all clients are tracked and that services & measurable outcomes are identified and documented in a timely and thorough manner. Assist in preparing weekly, monthly, quarterly and annual statistical reports. Assist in the production and analysis of reports to assess the effectiveness of case plans and client progress. Ensure data quality standards are met.
16. Ensure confidentiality at all times including client assessment information related to all relevant legislation
17. Assess personal safety in each interaction and undertake due diligence in maintaining personal safety with clients that may be experiencing an adverse life circumstance, trauma, and/or exceptional emotional response to homelessness or risk of homelessness
18. Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization and uphold the agency's values.
19. Engage effectively and constructively with Supervisor to handle client concerns/issues as needed. Provide recommendations for policy/procedural changes for case management.
20. Provide active support to clients, staff and volunteers.
21. Meet regularly with staff as needed to discuss case management operations, keeping them informed and allowing for input related to case management.
22. Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
23. Represent the organization in a professional and courteous manner at all times internally and externally.
24. Remain a resource to entire organizations, CES Program/Case Management/Social Work team to assist in debriefing client cases, providing coaching/mentoring on coping mechanisms and resiliency.
25. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Supervisor, as needed.
26. Attend trainings and meetings as assigned including, but not limited to, case management meetings, staff meetings, and meetings with other service providers in the community as required.
27. Other duties as assigned.

### WHAT IS THE APPLICATION PROCESS FOR THIS POSITION?

Interested candidates for this position will be required to submit a cover letter and resume to:

**SAMARITAN HOUSE**  
 Director of Human Resources  
 4031 Pacific Blvd, San Mateo, CA 94403  
 E-mail: [hr@samaritanhouse.com](mailto:hr@samaritanhouse.com) Via facsimile: (650) 294-4336

**No phone calls, please!** Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*