



Shelter Diversion Specialist/Program Coordinator

Type:

Full-time, Temporary/Permanent

Salary:

\$18.00/per hour

Location:

Missoula, MT

About MIC:

Founded in 2011, MIC is a diverse alliance of faith institutions and community organizations who come together to pool resources and build collective power to address the most pressing needs of the community. Using broad based community organizing methods, we challenge the community to tackle issues, train leaders from everyday citizens, and work collectively to improve the world we live in. In addition to our community organizing efforts, MIC also responds to Missoula's direct service needs running a 24-hour emergency housing program- Family Promise, a system of advocates who are every day people who walk alongside and support people who are unhoused in their housing search- Housing Advocate Network, and Missoula's only supportive staffing agency- Missoula Works. Our partnership numbers are growing, the issues we work on are complex and deeply personal, and our vision for the community is far reaching and extremely necessary. We are looking for support in communicating our work and telling our stories to the Missoula community.

Position Description:

This is a combined position that joins the Shelter Diversion Specialist (SDS) position with Family Promise, and the Housing Advocate Network (HAN) Coordinator positions.

The SDS will focus on shelter diversion services to divert families from needing to access shelter services. The specialist will work with families to identify solutions and alternative housing arrangements that will quickly resolve the family crisis. Through a combination of effective problem solving, utilization of existing community resources, and accessing of formal and informal networks that the family has, the specialist will provide a combination of direct services and/or financial assistance to unhoused families with children with the goal of obtaining alternate safe and eventually stable housing arrangements.

The HAN Program Coordinator will help coordinate volunteers, facilitate volunteer/participant matches, provide accountability and oversight to volunteers and collaborate with HAN Program Director to identify and address program needs. HAN cultivates and supports a network of volunteer leaders to: build relationships with and assist individuals and families who are unhoused with finding housing; assist individuals with maintaining housing before becoming unhoused; raise community awareness around the causes of homelessness; work together to change root causes of homelessness and conduct activities to create systemic change.

Knowledge, Skills and Other Abilities:

- Must be able to articulate and demonstrate a clear understanding of homelessness, dynamics, and intervention.



- Must be able to work effectively with populations who have experienced being unhoused, vulnerability, developmental delays, compromised mental wellness, brain injuries, addictions and/or other conditions or situations that have impacted housing stability.
 - Must be willing and able to work with people from a variety of racial, cultural, and economic backgrounds with various lifestyles, sexual orientations, and of all ages.
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- Experience in landlord/tenant negotiation/mediation or other relevant counseling experience where negotiation/mediation was an essential component of the work.
 - Solution focused, detailed oriented, and strong organizational skills with the capacity to develop and manage systems that ensure accurate and timely follow-up, as well as documentation.
 - Ability to solve practical problems and deal with a variety of concrete variables as well as provide effective response while in a demanding situation.
 - Proven leadership, coaching and relationship management experience.
 - Excellence in coaching volunteers and developing high-performance teams, setting and achieving strategic objectives.
 - Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills.
 - Action-oriented, innovative approach to program planning; ability to work effectively in collaboration with diverse groups of people having passion, idealism, integrity, positive attitude, mission-driven, and self-directed.
 - Solid computer skills, word processing database, and spreadsheet software capabilities, including math and spreadsheet skills.
 - Knowledge of community resources and referral networks, and the capacity to identify and develop relationships with new sources and services as they become available.

Education/Experience:

Bachelor's degree with specialization in social, behavioral, or human services preferred. Prior experience in serving unhoused or at-risk families in crisis a plus. Applicants with demonstrated experience in mediation, trauma informed care, conflict resolution, and/or restorative approaches will be prioritized.

Qualifications:

- Flexibility in work hours.
- Current, active driver's license.

Benefits:

Generous HRA reimbursement, PTO and holiday pay for 32+ hour positions.

Duration:

The SDS position is currently funded through March. This position will continue, dependent upon grant funding. The HAN Coordinator position is permanent/part-time. If the position hours fall to below 32 hours/week, it will become a part-time position.

To apply:

Email resume and cover letter to sue@micmt.org