

## *Blue Water Community Action*

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**Blue Water Community Action has a job opening in the Community Services Department for a temporary full time Eviction Diversion Coordinator.**

**JOB TITLE:** **Eviction Diversion Coordinator**  
**PROGRAM:** **Administration**  
**SUPERVISOR:** **TBD**  
**STATUS:** **Non-Exempt**

The purpose of the Eviction Diversion Coordinator is to support clients in preventing eviction by providing case management support services to help at risk households remain stably housed and through the creation of a sustainable eviction diversion program.

### **DUTIES AND RESPONSIBILITIES – JOB SPECIFIC**

1. **Referrals:** Receive referrals for households who are in danger of eviction.
2. **Assessment:** Complete household assessment to determine eligibility for assistance.
3. **Collaborate:** Collaborate with other BWCA departments, local resources, legal aid, and District Court to maximize a positive outcome for the client.
4. **Coordinate:** Coordinate and facilitate the local eviction diversion workgroup.
5. **Landlord/Tenant Relations:** Responsible for maintaining positive relationships with landlords and their representatives. Help facilitate solutions that are satisfactory to both landlords and tenants to maintain housing for the tenant.
6. **Case Management:** Provide case management services for each client during the eviction diversion process and to help prevent it from occurring again in the future.
7. **Communicate:** Engage in regular required communications with funding source representatives.
8. **Educate:** Provide information to the community about the program.
9. **Market:** Market the program to effectively reach eligible clients and exhaust all funding.
10. **Process:** Ensure payments and billings are processed in a timely manner.
11. **Records:** Maintain accurate client records for all clients. Responsible for all required reports to be completed and submitted in a timely manner. Entering of real-time data into FACSPro or required data systems.
12. **Compliance:** Ensure all grant requirements are met.
13. **Other:** Additional duties as assigned.

### **DUTIES AND RESPONSIBILITIES – ORGANIZATIONAL**

1. **Demonstration of Values:** Understand BWCA's mission and purpose. Adhere to BWCA standards of conduct, program philosophy (where applicable), and cultural contract.
2. **Customer Service:** Provide high quality customer service in a prompt, respectful, and professional manner. Conduct formal/informal assessment of eligibility for BWCA programs and make referrals as appropriate.
3. **Quality of Work:** Consistently perform job duties accurately and timely; cost conscious when utilizing materials and resources; seek opportunities for improving processes; and, meet commitments and deadlines.
4. **Flexibility/Adaptability:** Demonstrate flexibility and adaptability to change and to recommendations for improving job performance in a positive manner.
5. **Safety:** Demonstrate safe work habits. Report unsafe conditions and incidents. Participate

in the maintenance of a clean and safe work environment.

6. **Teamwork:** Effectively participate as a team member at multiple organizational levels and across departments.
7. **Goals:** Understand and meet organizational goals/objectives related to position including agency strategic plan, ROMA plan, and Children's Services Strategic Plan as well as taking on duties that are not related to position as supports for management staff/support staff to reach goals/objectives. MGT: Team achieves outcomes.
8. **Communication:** Effectively communicate with other staff, clients, partners, and the public in a manner that is tactful, sensitive, and respectful. Demonstrate active listening. Body language and tone are consistent with verbal messages. Demonstrates friendly, positive "can do" attitude: Oral and written communications are clear, concise and accurate; Keep team members informed.
9. **Confidentiality:** Maintain confidentiality of client and organizational information.
10. **Improvement:** Continually improve skills through a variety of opportunities external and internal with particular attention to areas identified in the Professional Development Plan and other goals set related to improvement. Improve outcomes results of assessments related to job position, client outcomes, and organizational goals. Attend staff pre/in-services and other training opportunities as available.
11. **Compliance to Policy:** Understand and comply with organization and regulating policies and procedures including the reporting of child/adult abuse/neglect as required by law.

## **QUALIFICATIONS**

1. Associates degree in relevant social services field is required. Bachelor's degree preferred.
2. Experience working with homelessness, housing and evictions.
3. Experience working with low-income families preferred.
4. Eviction law and District Court familiarity preferred

**If you are interested submit application and/or resume along with copies of your education transcripts to: Human Resource Department 3403 Lapeer Rd. Port Huron, MI 48060**

Blue Water Community Action is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, religion, color, national origin, age, marital status, height, weight, sex, marital status, sexual orientation, veteran status, or disability.

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