Job Title: Diversion and Prevention Case Manager

Job Summary: The Diversion and Prevention Case Manager plays a critical role in our mission to prevent homelessness by working directly with individuals and families at acute or imminent risk of becoming homeless. This position focuses on creative problem-solving and resource navigation to divert households away from entering emergency shelter systems. This position will be embedded at one of the following partner agencies: New Hope for Families, Bloomington/Perry Township, and Monroe County Public Library. The ideal candidate will be compassionate, resourceful, and able to work independently to build trusting relationships with clients and community partners alike.

Key Responsibilities:

- **Crisis Response:** Build rapport with households at risk of homelessness. Conduct assessments to identify immediate needs, strengths, and alternative housing options.
- **Diversion & Prevention Services:** Develop individualized service plans focused on rapid resolution of immediate housing crises. Collaborate with clients to secure permanent housing solutions.
- **Resource Navigation:** Connect clients with appropriate community services including financial assistance, legal support, transportation, and other essential services.
- **Collaboration & Advocacy:** Maintain strong working relationships with landlords, shelters, and community organizations. Advocate on behalf of clients to ensure access to available housing and prevention resources.
- **Documentation & Reporting:** Maintain accurate and timely documentation of client interactions, services provided, and referrals in the Homeless Management Information System (HMIS). Track outcomes, services provided, and client progress.
- **Professional Development:** Attend relevant training, staff meetings, and community events.

Qualifications & Requirements:

- Bachelor's degree in social work, psychology, or a related field preferred; or 3-5 years of experience working with vulnerable populations, or individuals with lived experience of homelessness is strongly encouraged.
- Experience in homelessness sector, housing navigation, or case management preferred.
- Strong crisis management and de-escalation skills.
- Knowledge of community resources and social service systems.
- Excellent written and verbal communication skills.
- Strong organizational skills.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency in Microsoft Office and data entry systems such as HMIS.
- Strong preference in having a valid driver's license, reliable transportation, and the ability to meet state-required automobile insurance minimums.
- Ability to pass a background check, including National Sex Offender Registry, criminal history, and driving record review.

Compensation: $47,5000

Benefits: Benefits include health, vision, and dental insurance with employee contribution, long- and short-term disability and life insurance, retirement contribution matching after one year, and generous PTO.

To Apply: Please submit a resume, 3 references, and cover letter outlining your qualifications and interest in the role to Mary Morgan, Executive Director of Heading Home. We are an equal opportunity employer and encourage applicants from all backgrounds to apply.

Relevant Documents: Relevant documents for this job include the Heading Home Plan and 2025 Housing Action Plan.

About the Employer: The person in this position will be employed by the Community Foundation of Bloomington and Monroe County with their time dedicated 100% full-time to supporting the mission of Heading Home of South Central Indiana. Heading Home is a regional initiative working to make homelessness rare, brief and non-repeating. Learn more here. This position reports to the Director of Housing Solutions at Heading Home of South Central Indiana.