



Position Description

Diversion and Intake Coordinator (Multi-County)

Sojourners, a nonprofit organization rooted in Appalachian Ohio, partners with young people to help them rise above challenges and work for the futures they want.

Type of Position: Full-time, salaried. 40 hours per week (*Please note Work Hours section below*). Salary \$32,000 - \$34,000 annually. Starting salary is \$32,000 but can increase up to \$2,000 if candidate has college degree or relevant credentials (total). Sojourners' Staff Classification Scale will provide guidance for compensation. Eligible for full benefits, including 5 weeks paid time off, paid holidays, life insurance, employee health reimbursement account, and optional medical, vision, and dental insurance. This position is contingent upon continued grant funding.

Locations: There is flexibility in where office can be located. Must be in Athens, McArthur, Gallipolis, Wellston, or Chillicothe. There will be a need to travel at times to the counties of Gallia, Jackson, and Meigs, Ross, Hocking, Vinton and Athens (OH). Mileage reimbursement will be provided and Sojourners vehicles may also be available for use.

General Purpose:

The Intake and Diversion Coordinator plays a critical role in connecting homeless or at-risk youth and families to appropriate housing and supportive services through Sojourners. This position is responsible for managing the intake and referral process, implementing diversion strategies to prevent homelessness when possible, maintaining accurate program data, and ensuring smooth communication across service teams. Compassionate client engagement, strong organizational skills, and data accuracy are key to success in this role.

Key Responsibilities:

- Receive and manage referrals for housing and supportive service programs.
- Engage individuals and families in diversion conversations to explore safe alternatives to shelter or housing programs, such as family reunification, short-term financial assistance, or mediation.
- Complete comprehensive intakes for individuals and families, verifying eligibility and collecting required documentation.
- Provide supportive problem-solving and resource navigation to help clients identify immediate, safe housing options.
- When emergency shelter is not an option, provide coordinate supportive services for vulnerable young adults to address immediate needs and securing safe, stable housing, including coordinating or providing transportation when necessary.
- Assist with outreach efforts as needed, including tabling at community events across the region.
- Answer incoming phone calls and respond to inquiries about programs and services.

- Maintain accurate and timely records in agency data systems (e.g., HMIS, Dropbox, and DocuSign), ensuring data quality and integrity.
- Track service utilization numbers, diversion outcomes, and referral trends for reporting and evaluation.
- Manage and update waitlists in coordination with internal staff.
- Assist with scheduling and follow-up communications for appointments or services.
- Uphold client confidentiality and comply with all relevant policies, regulations, and standards.
- Collaborate with internal program staff and external partners to support timely access to services.

Qualifications:

- High school diploma or equivalent required; associate or bachelor's degree in social work, human services, or a related field preferred.
- Experience working with populations experiencing housing instability, youth, or families preferred.
- Knowledge of diversion practices, housing instability dynamics, and community resources is a plus.
- Strong organizational and data entry skills with keen attention to accuracy.
- Proficiency with Microsoft Office Suite; familiarity with HMIS or other data management systems preferred.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to manage multiple responsibilities and maintain professionalism in a fast-paced environment.
- Commitment to trauma-informed, strengths-based, and culturally competent service delivery.

Benefits:

- Health insurance
- Health savings account
- Life insurance
- Mileage reimbursement
- Five Weeks Paid time off annually (pro-rated upon hire)
- Professional development assistance
- Vision and dental insurance

Work Hours: The standard work schedule for the Outreach Coordinator will be 8:30 a.m. – 4:30 p.m. M-F with the potential for some weekend hours, which can be planned ahead of time.

Supervision: The Outreach Coordinator is directly supervised by Sojourners' Director of Housing.

Apply: To apply, send an email expressing why you are interested in the position and your resume to careers@sojournerscare.net