

Diversion Specialist

The Portal Youth Outreach Association

Location: 440 Main Street, Kentville, with travel as required.

Salary: \$46,800

About Us

The Portal Youth Outreach Association (PYOA) works alongside youth aged 16-24 throughout Western Nova Scotia. Through outreach, housing support, employment programming, life skills development, and community-based services, The Portal helps youth access the resources, opportunities, and connections they need to make progress toward their goals.

We are committed to meeting youth where they are at and providing supportive, relationship-based services that strengthen wellbeing, increase stability, build confidence, and promote community connection.

About the Role

The Portal is expanding its efforts to prevent homelessness and strengthen housing stability throughout the region and is seeking a Diversion Specialist to join the team.

The Diversion Specialist supports individuals and families experiencing housing instability or homelessness by helping identify practical housing solutions, prevent housing loss, and connect people to the supports they need.

This role combines housing problem-solving, community partnership development, funding administration, and system coordination. Working closely with landlords, housing providers, community organizations, government partners, and service providers, the Diversion Specialist plays an important role in helping people remain housed and access stable housing opportunities.

If you enjoy building relationships, finding creative solutions, navigating systems, and helping people overcome barriers, we'd love to hear from you.

What You'll Do

- **Housing Diversion & Prevention:**
 - Support individuals and families in identifying housing options and alternatives to homelessness.
 - Help people address barriers impacting housing stability.
 - Connect individuals and families to housing, income, community, and stabilization supports.
 - Support housing retention and homelessness prevention efforts.
- **Housing Resource Development:**
 - Build and maintain relationships with landlords, property

- managers, housing providers, municipalities, and community organizations.
 - Monitor housing opportunities and maintain current housing resource information.
 - Help strengthen housing options and resources throughout the region.
- **Funding Administration:**
 - Review and process housing-related financial assistance requests.
 - Maintain accurate documentation related to funding programs.
 - Work collaboratively with the finance team to support funding tracking and reporting.
- **Community Collaboration & System Coordination:**
 - Participate in housing and homelessness planning activities.
 - Collaborate with community partners to coordinate responses to housing needs.
 - Promote awareness of housing initiatives and available resources.
- **Data Management & Reporting:**
 - Maintain accurate case notes, records, and data entry.
 - Track outcomes and support reporting requirements.
 - Assist with reports for funders, leadership, and community partners.

Qualifications

Education and Experience

- Diploma or degree in Social Work, Human Services, Community Development, Sociology, Public Administration, or a related field, or an equivalent combination of education and experience.
- Experience in housing support, homelessness services, community development, systems navigation, case management, or related fields.
- Experience administering financial assistance programs or community funding initiatives is considered an asset.
- Knowledge of housing and homelessness response systems within Nova Scotia is considered an asset.
- Experience using HIFIS or comparable database systems is considered an asset.

Skills and Abilities

- Strong relationship-building and communication skills.
- Ability to collaborate effectively with community organizations, housing providers, and government partners.
- Strong organizational, documentation, and time-management skills.
- Ability to problem-solve, think creatively, and respond effectively to complex situations.
- Ability to work independently while managing multiple priorities.
- Understanding of trauma-informed, strengths-based, and person-

centred approaches.

What We Offer

- Extended health and dental benefits.
- Employee Assistance Program (EAP).
- RRSP contribution program.
- Professional development opportunities.
- A supportive and collaborative team environment.
- Meaningful work that contributes to housing stability and homelessness prevention in our communities.

Working Conditions

This position is based in Kentville and requires travel throughout Kings County, Annapolis County, and West Hants.

The position is full-time at 37.5 hours per week. Occasional evening meetings, community engagement activities, and regional travel may be required.

Requirements

Applicants must:

- Hold a valid Class 5 Driver's License.
- Have reliable access to a vehicle.
- Successfully complete a Criminal Record Check and Child Abuse Registry Check.
- Be able to travel throughout the service region.

How to Apply

Please submit your resume and cover letter to:

Troy Coldwell,
Manager of Outreach, Housing and Edge on Employment
troy@portalyouth.ca

Please include "Diversion Specialist" in the subject line of your email.

Applications will be accepted until July 3, 2026.

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.