

## POSITION DESCRIPTION

Position: Outreach Specialist  
Program: Supportive Services for Veteran Families (SSVF)      Status: Non-Exempt  
Reports to: Case Manager Supervisor      Date Revised: 09/2020

### POSITION SUMMARY:

Under general supervision, the Outreach Specialist performs a variety of duties to ensure that veterans have access to veteran specific resources with focus on housing and/or employment.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Conduct face-to-face / telephonic outreach and develop partnerships with veteran service agencies / organizations and local businesses within the covered service areas.
  - 2. Conduct outreach throughout our service area to veterans experiencing homelessness.
  - 3. Development of resource mapping specific to housing, employers, and veteran services.
  - 4. Maintain professional and positive relationships with other community service providers, veteran organizations, local, state and county agencies.
  - 5. Attend all mandatory trainings and meetings
  - 6. Assist case management team as needed
  - 7. Other duties as assigned
  
- B. Assists Case Manager Supervisor with quality assurance required by grant oversight of veteran employment readiness, placement and retention.
  - 1. Provide veteran and community resources and referrals focused on access to veteran specific needs.
  - 2. Role model positive behavior to help veterans as they work towards self- sufficiency.
  - 3. Develop, monitor, track and evaluate referrals of SSVF to resources, housing and employers.
  
- C. Responsible for NewOrg system and tracking of referrals/handoffs within SSVF.
  - 1. Document and report outreach contacts and information
  - 2. Maintain clear, professional, and effective communication with the Case Manager Supervisor, and Case Managers.
  - 3. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
  - 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
  
- D. Responsible for self-development
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

A Bachelor's Degree in social work or a social services related field preferred, or combined work experience with the veteran population. Veteran status highly preferred. This position requires demonstrated ability to communicate, comprehend, and follow through on oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness veterans, minorities, and persons with disabilities. Specific knowledge and experience with local homeless providers, vet service agencies, and veteran specific resources in the counties we serve. Knowledge of teamwork and effective team functioning as well as analytical and decision-making ability is essential. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check. Must have reliable vehicle for work use (mileage will be reimbursed).

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Skilled in Microsoft and Word computer applications  
Excellent organizational skills  
Fluency in English, legible handwriting, skills in record-keeping  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Able to climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Case Manager Supervisor. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires contact with county/state/city/federal and business entities, clients, and all levels of staff. The Outreach Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with homeless veterans, past and present SSVF clients and employers. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Oversees client files for quality assurance. Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Outreach Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_