

POSITION DESCRIPTION

Position: Rapid Resolution/ Outreach Specialist
Program: Supportive Services for Veteran Families (SSVF) Status: Non-Exempt
Reports to: Case Manager Supervisor Date Revised: 07/2020

POSITION SUMMARY:

The Rapid Resolution Specialist, under the direction of Case Manager Supervisor, triages all Rapid Resolution conversations for the SSVF program utilizing the Rapid Resolution assessment framework in determining housing resource availability. The position will evaluate initial eligibility, determine potential housing options for mediating stays and link veterans to SSVF and/or other appropriate resources. The Rapid Resolution/ Outreach Specialist will be assisting with individual assessments, connecting to most appropriate resources within SSVF as well as external to the program. This position will help mediate with eligible veterans, their family or friends able to accommodate immediate housing. This position will conduct outreach activities and market SSVF services.

Responsibilities: The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

A. Supportive Services

1. Maintain a resource directory and provide appropriate resources
2. Direct and track referrals to appropriate Veteran Services department as eligible
3. Support Case Managers with enrolled veterans and supporting households on a weekly basis to review, evaluate and refer.
4. Utilize New Org documentation to establish service delivery
5. Provide ongoing case management support with mediation assistance
6. Work with Case Managers and Housing Specialist to advocate and mediate with renters, landlords, and identify appropriate permanent housing options for veteran guests
7. Collaboratively work with the Case Management and Intake Team to ensure that the facility is clean and safe for all
8. Promote and follow interim housing established values, guidelines and rules
9. Provide a high-quality customer service environment for all guests
10. Participate in staff meetings and training as assigned by Case Management Supervisor
11. Refer veterans to VA healthcare, TANF, CAL-Fresh, and Medi-Cal and follow the process with the veterans

B. Documentation

1. Maintain client related data tracking systems, including complete and timely case notes, complete and timely entries into New Org.
2. Prepare case-related reports including but not limited to: outcomes, successes and challenges
3. Complete follow-up and retention services, as necessary, and provide back-up documentation in client file
4. Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County guidelines

C. Outreach

1. Ensure clients are being referred to SSVF Program.

2. Effectively engage the community and its partners.
3. Provide program oversight for outreach and special events across Sacramento County.
4. Develop and cultivate relationships with staff at Dept of Veteran Affairs, other government agencies, community partners, and community stakeholders.
5. Establish collaborative partnerships with other social service agencies.
6. Ensure program components are comprehensive according to grant guidelines.
7. Ensure grant goals are achieved.
8. Review participant referrals to ensure they are complete for appropriate eligibility

EDUCATION AND EXPERIENCE:

A Bachelor's Degree in Social Work or a related field is preferred. Three years of experience working with the homeless population or experience working in alcohol/drug recovery programs is highly preferred. Active or previous military service highly is preferred.

Experience in case management, and homeless resources in Yolo, Sacramento, El Dorado, Yuba, Sutter, Nevada and Placer County preferred. Experience with data entry a plus. This position requires demonstrated ability in record keeping, data entry, good written and verbal communication skills, and knowledge of problems unique to veterans including: women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license and ability to meet organizations insurance carrier guidelines are required.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
 Ability to assist and motivate other people at a pace congruent with their ability.
 Organizational skills
 Analytical and decision-making ability
 Statistical and mathematical skills
 Computer skills

REQUIRED QUALIFICATIONS:

Experience in case management with highly vulnerable populations, particularly those with health, mental health, and substance abuse issues is preferred but not required
 Able to work independently and as part the team, exercise mature and professional judgment
 Strong written and verbal communication skills
 Good problem solving, mediation and conflict resolution skills
 A highly motivated self-starter and ability to coordinate multiple projects/tasks at once
 Knowledge of maintaining and executing confidential information using HIPAA standards
 Computer skills with proficiency in Microsoft Office software
 Flexible, adaptable and have the capability to work in a fast paced, professional environment
 Able to work alternative work schedules including some evenings / weekends
 Maintain regular, consistent attendance
 Employment Eligibility Verification
 Successful completion of background screening
 Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGQTQ, class, age, ability, religion, and language. Bilingual and

translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Stand, walk and sit frequently
Climb stairs as needed
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Case Manager Supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

May be required to assist/train assigned volunteers.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Rapid Resolution/ Outreach Specialist is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Rapid Resolution/ 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.

Employee Signature _____

Date Signed _____