



Job Description

Job Title: Outreach Specialist/ Navigator

Job Summary:

The Outreach Specialist/ Navigator (OS) works with multiple agencies and programs to provide outreach and services to veterans. Drawing on an extensive knowledge of available resources, the outreach specialist/ navigator assists veterans and dependents in applying for available programs and benefits. Must be able to work with homeless and disadvantaged veterans and have a well-developed networking capability with local service organizations providing emergency shelter, medical, mental health, legal, transportation, employment and other homeless, children, and veterans services.

The Outreach Specialist/ Navigator is responsible for maintaining contact with local organizations who serve Veterans and will help grantees to identify additional participants. Will develop relationships with local social services and public benefit agencies, shelters, and faith-based and community-based organizations serving low-income, at-risk, and homeless Veteran families; develop relationships with local VA facilities, including Vet Centers and Veterans Benefit Administration (VBA) offices; Host local informational events; and Participate in Stand Down (or similar) events.

Job Duties:

1. Plan, supervise, coordinate and administer the activities and programs of the local and applicable Veterans' Services office. Coordinate veterans' programs with other Federal, State, and County programs, outside agencies, and public and private organizations. Manage and participate in public information and outreach activities to educate and offer services to veterans; represent the program and makes presentations to various community groups.
2. Assist veterans/dependents in applying for available federal benefits from the United States Department of Veterans Affairs Regional Office (VARO), by initiating or reopening claims. Complete initial application, or reopen exiting claims, for compensation (service-connected disabilities) or pension (non-service-connected disability).
3. Responsible for maintaining contact with local organizations who serve Veterans and will help grantees to identify additional participants. Develop relationships with local social services and public benefit agencies, shelters, and faith-based and community-based organizations serving low-income, at-risk, and homeless Veteran families; develop relationships with local VA facilities, including Vet Centers and Veterans Benefit Administration (VBA) offices.
4. Host local informational events and Participate in Stand Down (or similar) events.

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5. Respond to client requests for assistance by initially screening for suitability and eligibility for both in-house and other-agency programs. Provide in-depth screening and assessments for program suitability and eligibility for both in-house and other-agency programs. As necessary, act as the client's advocate to assist in receiving needed services. Provide program information assistance and/or make referrals to appropriate services. Act as the client's advocate, when necessary, and assist them in receiving needed services.
6. Apply creative outreach techniques to recruit potential clients by distributing promotional materials and by directly networking with targeted individuals and organizations. Work closely with staff and volunteers to develop and implement an outreach program which will allow clients to engage homeless veterans on the street and in encampments to let them know about services and resources.
7. Travel to other referral agencies and to clients' homes, as necessary, to accomplish outreach, intakes and follow-ups. Oversee daily chores and client routines as assigned. Helps insure that all residents are compliant with program rules and guidelines, including curfew, program fees, duty shifts, etc.
8. Closely monitor and ensure all funding agency performance goals and objectives are met or exceeded. Assist the agency in keeping costs within the program budgets.
9. Attend meetings and conferences, as required.
10. Additional duties as assigned by supervisor.

Required Job Skills:

1. Ability to work with a diverse population of adults and children, including those with physical and mental disabilities and addictions and those who are in, or need to be in, recovery. Ability to work with clients who have significant barriers to include but not limited to legal barriers, prison or long term incarceration. Ability to work independently, with minimal supervision.
2. Ability to conduct a general assessment of the physical, mental, and emotional health of individual clients, and concisely document that assessment. Ability to maintain client confidentiality and personal boundaries within VRC policy and procedures.
3. Excellent people skills, including the ability to motivate and lead while maintaining a positive cooperative rapport with other staff. Ability to positively engage and motivate challenging clients. Excellent communication skills, including writing that is accurate in grammar, spelling, and punctuation. Develop relationships and collaborative partnerships with representatives in other agencies. Ability to make referrals to services such as housing, VA services and benefits, educational and employment, financial assistance, and legal advocacy.
4. Ability to organize and interpret data and information relative to clients and program. Ability to form and work within an effective work team. Ability to work in a stressful, multi-task environment and interact with clients in varying states of mental and physical health. Excellent organizational and time management skills. Ability to maintain positive and supportive disposition in the performance of job duties with staff and other service providers.

Qualifications:

Bachelor's degree with Two years of college level coursework in related field (psychology, sociology) required. Two years' experience in case management within a social service or employment counseling position

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required. 3 years experience performing outreach and making referrals to services. Demonstrable ability to network and maintain excellent relationships with a large base of community contacts. Broad working knowledge of services within the local area. Demonstrable knowledge and advocacy of veteran and children's issues. Knowledge of native culture and language (if applicable), as well as a deep familiarity with the veteran issues relevant to this area. Excellent organizational and time-management skills. Proficient in Word, Excel and Outlook programs, and familiar with entering data in database programs. Preference for Bachelor's degree in related field. Must have clean DMV record and reliable transportation. Hiring preference for veterans.

Offering:

Full-time, non- exempt position. Comprehensive benefits.

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