



PEER MENTOR JOB DESCRIPTION

TITLE: SSVF Outreach Specialist

IMMEDIATE SUPERVISOR: PROGRAM MANAGER

GENERAL SUMMARY: Provides direct outreach and pre-screening to potential individuals interested in enrolling in the Supportive Services for Veteran Families Program. Qualified candidate must possess a clear understanding of the service delivery system and the resources available for veterans and their families. Individual will conduct on site outreach with Social Service Agencies in the community and maintain an ongoing relationship with the agencies. Furthermore, the Outreach Specialist will conduct regular outreach in the Pasco County Correction Center and maintain relationships with Veterans who are currently incarcerated. The Outreach Specialist will also work in concert with the Pasco County Sheriff's Department and conduct outreach in the homeless encampments in Pasco County. Finally, the Outreach Specialist may also assist the SSVF peer Mentor as needed.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

OUTREACH

- Identify locations frequented by potential veteran applicants (including veteran family members)
- Provide direct outreach to veterans and their families in their naturally occurring environments (i.e. home visits and community visits)
- Engage and build rapport with target population
- Provide identification of and pre-screening for eligibility of potential applicants
- Coordinate initial screening and assessment with Case Management team
- Participate in Stand Downs and other VA/community outreach activities
- Provide client access to services and community resources as needed
- Complete paperwork and data reports as requested by the Program Manager

NETWORKING

- Attend agency, community, and supervisory meetings, as needed
- Maintain working relationships with community agencies to provide comprehensive services to participants
- Maintain working relationships with veteran serving organizations
- Attend in-service trainings and outside conferences/workshops, as requested by the Program Manager

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- Basic knowledge of the resources in the community available for the veteran population, especially services and programs offered by the VA
- Have basic knowledge of severe and persistent mental illness and substance abuse
- Ability to form partnerships in the community and seek out community resources
- Strong oral and written communications
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide positive customer service to difficult populations

EXPERIENCE, QUALIFICATIONS:

This position is specific to an individual with prior military experience. Experience or education with human services, homelessness, and veteran resources is a plus. Individual will be responsible for attending a peer support training prior to mentoring participants. Must be able to comply with complex governmental regulations, policies and procedures and demonstrate thorough document compliance efforts and activities. Must be proficient with data management and information systems and have basic knowledge of Excel, PowerPoint, and Outlook. Must demonstrate excellent interpersonal skills and possess the ability to interact effectively with other agencies and service providers. Must have the ability to adapt to culturally diverse environments and display an attitude of compassion and acceptance of client populations. Candidate must be able to work in a fast-paced environment and understand the issues that are faced by low-income populations. Problem solving and conflict resolution skills required. Must have a valid driver's license as this job requires transportation.