



Position: Outreach Specialist- SSVF  
Location: New York, NY  
Reports to: Director of Veterans Outreach  
Hours: Full-time/40 hour per week, some evenings/weekends required

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### **About Jericho Project**

Jericho Project is a nationally acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment, and mental and physical health services. The 37-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness, and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 550 units of supportive housing including 9 residences in the Bronx, Harlem, and Astoria, as well as scatter-site apartments throughout NYC.

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### **About the Position**

Jericho Project is seeking an outreach specialist to provide support to its Supportive Services for Veterans and their Families program. This position will provide outreach of low-income veterans experiencing a housing crisis and will coordinate intakes and conduct intake assessments.

#### **Responsibilities:**

- Serve as an initial point of contact for Jericho's Supportive Services for Veterans and their Families (SSVF) and other Veteran Assistance Programs.
- Conduct outreach at local shelters, Veterans Administration (VA) hospitals and centers, community organizations, and schools, housing courts, food pantries and other locations as directed by supervisor to identify low-income veterans and/or families who are either homeless or at imminent risk of homelessness.
- Participate in coordinated outreach, Rapid Resolution, and other community initiatives to fulfill SSVF's mission of ending veteran homelessness as directed by supervisor or SSVF Program Director (PD).
- Submit accurate and up-to-date outreach logs and reports for outreach and intakes performed weekly. Enter case notes and update data in NYC's HOME database and Jericho's AWARDS database at least weekly.
- Provide encouragement, insight, and daily recruitment of veterans and/or their families in need of supportive services. Follow up as needed.
- Provide regular and detailed feedback to SSVF program staff on progress and challenges in recruiting veterans and/or their families with possible housing issues to seek assistance on ways to effectively reach this population.

- Host informational sessions and speak at meetings to spread the word about benefits and eligibility of Jericho's SSVF and other veteran assistance programs.
- Screen, interview, assess, and analyze veteran applicants for program eligibility. Communicate program eligibility and enrollment decision to veteran applicants. Provide community referrals for veterans found to be ineligible.
- Complete intake assessments in the field with veterans
- Develop and maintain the community linkages necessary to facilitate referrals.
- Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
- Escort veterans to appointments as needed.
- Actively assist and participate in all program activities and special events as needed.
- Participate in staff meetings and trainings.
- Carry out other duties as assigned by the Director, Veterans Outreach and SSVF PD.

### **Requirements:**

- Must be a United States veteran
- High School diploma required; Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- A self-starter with strong interpersonal and organizational skills.
- Strong communications skills.
- Familiarity with recruitment and sales skills and strategies.
- Relentless dedication, high energy, and flexibility.
- Knowledge, skills, and ability to assess veteran families' needs for services.
- Ability to provide effective communications to SSVF program management staff on new, more effective methods and language for outreach to veteran families in the NYC community.
- Familiar with Motivational Interviewing (MI) and Harm Reduction techniques.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military preferred.

### **Compensation:**

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package.

### **How to Apply:**

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department  
 Jericho Project  
 Job Code: **Outreach Specialist- SSVF**  
 245 W. 29th Street, Suite 902  
 New York, NY 10001  
 Fax 646.624.2301  
[careers@jerichoproject.org](mailto:careers@jerichoproject.org)

### **No Phone Calls Please.**

*Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool.*  
[www.jerichoproject.org](http://www.jerichoproject.org)