



<b>TITLE</b>	Outreach Specialist	<b>FLSA STATUS</b>	Non-Exempt
<b>LOCATION</b>	New York, NY	<b>JOB TYPE</b>	Regular Full Time
<b>REPORTS TO</b>	Director, Veterans Outreach	<b>DEPARTMENT</b>	SSVF

**ABOUT THE POSITION:**

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 more 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:**

- Veterans are highly encouraged to apply.
- 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. The salary for this position starts at \$40,000.00.

## **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**  
245 W. 29th Street, Suite 902  
New York, NY 10001  
Fax 646.624.2301  
careers@jerichoproject.org

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

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