



TITLE	Outreach Specialist	FLSA STATUS	Non-Exempt
LOCATION	New York, NY	JOB TYPE	Regular Full Time
REPORTS TO	Director, Veterans Outreach	DEPARTMENT	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:

The salary range for this position is **\$40,000.00 to \$42,000.00 annualized**. Jericho Project offers a comprehensive benefits package.

COVID Guidelines:

The Jericho Project is committed to ensuring the safety of its staff, interns, vendors and clients. As per the CDC guidelines' full compliance, all new/incoming staff are required to be fully vaccinated and possess the ability to provide documentation upon their 1st day of hire.

To be fully vaccinated means:

1. 2 weeks after their second dose in a 2-dose series such as: Pfizer or Moderna.
2. 2 weeks after a single-dose vaccine, such as: Johnson & Johnson's

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

We grant accommodations according to the law.

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.

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