



POSITION DESCRIPTION

SSVF Veterans Outreach Worker

Function:

Provide information to homeless individuals in unsafe conditions. Assess the emergency needs for each individual requesting service. Provide group facilitation and work as part of the team for the effective delivery of services. The position will provide highly individualized services in the community and promote client self-determination and decision-making. The employee will provide essential expertise and consultation to the team to promote a culture in which each client's point of view and preferences are recognized, understood, respected, and integrated into treatment, rehabilitation and community self-help activities.

Qualifications:

A high school diploma or GED with previous work experience is required. A minimum of two year's experience working with homeless individuals and families including veterans is preferred. Veteran or member of veteran family is a plus.

Position Responsible:

- Participate in regular street outreach activities to encourage homeless individuals to enter the program.
- Disseminate information regarding services provided by the agency to the community.
- Communicate special needs and represent client interests to program staff.
- Provide practical assistance for clients when they first enter the facility through mentoring, advocacy, coordination, side-by-side individualized support, problem solving and direct assistance to help clients obtain the necessities of daily living.
- Assist in maintaining communication between all staff members and clients.
- Network with other community agencies to develop resources for clients.
- Assist in facilitating regular group sessions for clients as directed.
- Coordinate transportation for individuals requesting shelter.
- Participate in program supervision, attend required staff and Project Management Team meetings and trainings, and contribute to team-based collaborative planning.
- Complete other duties as needed and requested.

Effect on End Results:

Information and outreach to potential clients are provided. Client needs are assessed and interests are represented to program staff. Staff is provided support to implement program policies and procedures. Community networking and programmatic information is disseminated to ensure meaningful outcomes.