

Job Description:
Emergency Housing Assistance (EHA) Outreach Specialist

PURPOSE OF POSITION: To provide services and support to homeless veterans placed in SSVF emergency housing.

SUPERVISOR: SSVF Program Coordinator

MISSION STATEMENT: To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

VISION: A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES: Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

SUMMARY

Performs outreach and supportive services to veteran participants in SSVF emergency hotels. Outreach and supportive services include providing engagement and case conferencing support for veterans placed in hotels. Assist SSVF team members in the delivery of daily services, reservations, nutritional support, and coordination of services with all stakeholders involved in EHA households' cases. In addition, review and coordinates new EHA referrals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Experience or knowledge in providing outreach and support services to Veterans and their families.
- Screen and enroll Veterans and their families to determine their eligibility for the SSVF EHA program.
- Engage with participants regularly while they receive EHA support, focusing outreach on health and wellness, harm reduction, housing counseling and placement, and other core supports.
- Work with the SSVF team to address veteran families' concerns around social isolation.
- Provide resources and referrals to participants, particularly for U.S. Department of Veterans Affairs services and entitlements, public benefits, and housing resources.
- Host regular case reviews with representatives from referring agencies and partnering services providers in order to facilitate the delivery of program services.
- Assist with processing the delivery of TFA services.
- Act as an advocate for participants as appropriate; encourage and support self-advocacy.
- Participate in ongoing individual supervision, team meetings, case conferences, division meetings and trainings.
- Maintain client files, collect required information on selection criteria, program progress and designated program outcomes.
- Data entry to include HMIS and HRCAP Client Management System – EmpowOR.
- Conduct follow-ups to ensure continued client progress and provide additional services if necessary.

- Conduct client case file close outs.
- Maintain confidentiality of department issues and documentation.
- Perform other duties as assigned.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes that are reported weekly, monthly, and quarterly.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.
- Ability to motivate, talk, listen and comprehend people from varied life positions.
- Ability to work outside of normal business hours as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have an agreeable personality and work in an intense work situation.
- Requires application of general counseling skills.
- Have knowledge of area services, programs, organizations and agencies that help veterans and their families, as well as providing services to low-income or very low-income individuals in need.
- Requires good writing and presentation skills.
- Ability to motivate individuals to action.
- Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS.
- Ability to analyze and reason; a critical and creative thinker.
- Ability to develop a plan of action and follow through to completion.
- Ability to handle multiple tasks and mitigate crisis situations.
- Ability to be flexible and willingness to adapt to different project perimeters.
- Ability to work alone, as well as on a team.
- Position may require long hours standing, and some light to medium lifting – up to 20 pounds.
- Veteran of the U.S. Armed Forces a plus.
- Must have and maintain a valid Virginia Operator's License.

Salary: \$27,567

EDUCATION and/or EXPERIENCE

- Minimum of an Associate's Degree in Social Work, Human Services, Counseling or related field and 2 year of experience working in a social service setting, or 5 years work experience in a social services setting.
- Experience working with Homeless population preferred.
- Experience with program eligibility evaluations.
- Experience working with Veterans and their families.
- Proficiency in MS Office-Excel, PowerPoint, and Word.
- Adept at networking, building relationships, and community engagement.
- Compassion to work with the homeless population without judging.
- Criminal record check, driving record and credit report required for employment.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday. You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607 or email resume or application to: hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer