

Job Description

Job Title:	Veteran Outreach Specialist
Position Type / Status :	Full-time/ Hourly
Location:	West Dade
Reports To:	Program Manager

Advocate Program, Inc. Overview

Advocate Program, Inc. is a multi-faceted community agency whose mission is to facilitate social change and enhance public safety through leadership, research, education, supervision, and services, utilizing best and evidence-based practices.

The Advocate Program, Inc. is a private, not-for-profit, 501 c (3) justice agency that offers probation, diversion, community service, DUI and traffic programs, domestic violence programs, substance abuse and mental health evaluations and treatment to court-ordered individuals. It has expanded to work with juveniles and families in the juvenile justice field, families impacted by family conflict and violence, and homeless veterans and their families.

Responsibilities:

- ◆ Conducts one-on-one and community Veterans Supportive Services outreach efforts to identify and screen low-income veterans and their family members who are currently homeless or at risk of becoming homelessness, as required (including weekends and evenings, as necessary).
- ◆ Responsible for accomplishment of monthly outreach performance measures
- ◆ Carries out LINKAGE / referral activities “on the spot” to address the priorities identified by low-income veterans and their families at risk of homelessness.
- ◆ Works as an extension of the Veterans Supportive Services Case Management team, as necessary, to respond to, and meet with SSVF participants in community settings when necessary to facilitate the intake, referral and follow up processes.
- ◆ Works with the Director to ensure that timely and accurate information about the Veterans Supportive Services range of services, including emergency financial assistance, is provided to the veteran community and to key individuals and organizations serving very low income homeless populations.
- ◆ Travels within Dade and Monroe county. Mileage is reimbursed.
- ◆ Participates in in-service training as needed to develop and/or enhance the knowledge, skills and abilities of the Veteran Outreach Specialist.

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- ◆ Works in team environment cooperatively and proactively. Upholds service mission by actively contributing towards team approach.
- ◆ Accepts and responds to supervision by the Director

Requirements:

Military Veteran of combat zone or member of military family desired. Willingness and ability to learn human services skills; knowledge, experience and desire to aid fellow veterans / active duty members and members of their family. Comprehensive training will be provided to motivated applicant.

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the additional knowledge, skill, and/or ability required.

OUTREACH/ INTERPERSONAL SKILLS AND LEADERSHIP SKILLS

The ideal candidate for the Veteran Outreach Specialist will be a combat zone veteran with experience in team leadership skills, ensuring welfare of troops during military service; someone who is self motivated and able to motivate others, who enjoys social interaction and engagement, who can successfully gain the acceptance and trust of clients, as well as with staff in other agencies that have entered into referral and service coordination agreements with Veterans Supportive Services , and possess strong work ethic and organizational skills.

EDUCATION and/or EXPERIENCE

Military Veteran desired. Extensive knowledge and experience of Miami-Dade County, Miami VA, Miami Vet Center and the local network of community based health and human services organizations providing support services to veteran families at risk of homelessness is preferred. Demonstrated ability to learn human services skills and knowledge as well as motivation to aid fellow veterans and their families is required. Comprehensive training will be provided to motivated applicant.

COMMUNICATIONS AND INTERPERSONAL SKILLS

Must have excellent interpersonal skills coupled with excellent oral and written communication skills. Must possess strong observation and analytical skills; functional knowledge of emergency assistance services in Miami Dade County; strong personal responsibility. Current training on military family benefits offered by the VA as well as familiarity with military family challenges is preferred. Flexible approach to working hours is mandatory, as it impacts ability to attend outreach events, and the ability to meet with family members and veterans after normal business hours.

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LANGUAGE SKILLS

Ability to read, analyze and interpret program procedures, outreach protocols and related policies. Ability to write reports, correspondence, and assist team in outreach tools development. Ability to effectively present information and respond to questions about the Veterans Supportive Services Program from groups of managers, clients, customers, and the general public. Ability to communicate in Spanish is highly recommended.

TECHNICAL SKILLS

Must have demonstrated skills in the MS Office 2000 Suite or higher (includes WORD, EXCEL, POWERPOINT, EMAIL OUTLOOK or EMAIL EXCHANGE) and Internet Explorer.

- Ability to use or is familiar with web based social networking tools such as Facebook, Twitter, MySpace, etc.
- Additional knowledge in the following is ideal, but not required: Adobe Acrobat for PDF creation; Document Scanning; CD Burn/creation

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Florida driver's license.

Physical Demands & Working Conditions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The employee performs work in a normal office setting within a reasonable environment. While performing the duties of this job, the employee may be required to perform local and non-local travel.

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I acknowledge receipt of this job description, and understand I am responsible for understanding its contents, and to ask for clarification if I have any questions. I further understand this description is intended to describe the essential job functions and qualifications for this position. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time. I also understand that no employee shall interact with clients on a personal, financial, business, social or sexual basis. Such activity may result in disciplinary action up to and including immediate termination of employment.

Employee Signature: _____

Print Name: _____

Date: _____

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