



★ SERVING VETERANS ★

**Operation Stand Down Tennessee**  
1125 12<sup>th</sup> Avenue South, Nashville, TN 37203-4709  
(615) 248-1981 Fax (615) 248-1987 [www.osdtn.org](http://www.osdtn.org)

## Housing Outreach Specialist

**Position:** Full Time / Regular Non-Exempt

**Reports To:** Supportive Services Manager

### **SUMMARY:**

This position is responsible for the implementation of an effective and comprehensive plan to engage veterans and their families who are homeless or at-risk of homelessness. The plan will address housing, financial, medical and social services needed to gain, re-gain and maintain stability in permanent housing.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Resource Identification / Outreach / Case Management:

1. Provide outreach services to individual veterans and his/her family who are homeless and/or at risk of homelessness
  - a. Target "hard-to-reach" and low income veterans and families
  - b. Required activities include engagement, screening, eligibility, education, services coordination, referral, support and follow-up
2. Identify, establish and/or maintain contact with appropriate VA, veteran and social services providers concerning homeless shelters, homeless prevention and housing placement.
3. Assist staff and/or clients to: secure needed program(s) eligibility documentation, complete intake and other informational forms, to secure direct financial assistance and/or secure appointments with partner agencies/services.
4. Host local informational events and participate in Stand Down or similar events.
5. Participate with team to identify, develop and implement best practices for services.
6. Maintain work consistent with Department/Team Quality Assurance Standards.

Clerical:

1. Enter individual client services rendered into the client database
2. Maintain inventory of department supplies.

General Duties:

1. Adheres to Agency and Department policies and procedures
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

*OSDTN is an equal opportunity provider of services and an equal opportunity employer-Civil Rights Act of 1964 and Americans with Disability Act of 1990.*

**ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

## Intellectual

- Analytical - Uses intuition and experience to complement data.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills.

## Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

## Organization

- Cost Consciousness - Works within approved budget.
- Business Necessity – The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly the employee must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Safety and Security –All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

**SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

**EDUCATION AND/OR EXPERIENCE:**

Bachelor degree in social work / human services and/or commensurate one or more years of experience in outreach and/or community services.

Experience in serving a population with housing issues and homelessness.

Knowledge of regional veteran services and resources

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of: Database Software (Access); Internet Software; Spreadsheet Software (Excel); and Word Processing Software (Word).

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran, preferred.
- Preferred paid/volunteer experience in veteran /veteran family settings.
- Excellent customer service skills: energetic, outgoing, engaging and personable.
- Excellent organizational, multi-tasking and time management skills.
- Compassionate, energetic and team focused.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; and climb or balance; stoop; kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.

The noise level in the work environment is usually moderate.