



Operation Stand Down Tennessee
1125 12th Avenue South, Nashville, TN 37203-4709
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Outreach Specialist

Position: Full Time / Regular / Non-Exempt

Reports To: Support Services Manager

SUMMARY:

The position is primarily responsible for the implementation of an effective and comprehensive plan to engage with Veterans and their families who are in transition, homeless or at-risk of homelessness to gain, re-gain and/or maintain stability in permanent housing. The employee will perform outreach duties including direct services to Veterans and their families; developing and expanding agency's network of landlords; and engage ancillary VA/Veteran/community service providers

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Management:

1. Participate in the agency's development, implementation, monitoring and reporting of an annual plan for outreach services throughout the services region.
2. Meet regularly with individual OSDTN Service Department and Volunteer Coordinators to coordinate outreach / education information, resources and efforts.
3. Participate in agency education, outreach and marketing events.

Veteran Outreach:

1. Provide outreach services to individual Veterans and their families who are in-transition, homeless and/or at risk of homelessness.
 - a. Targeted to "hard-to-reach" and low income Veterans and families.
 - b. Outreach includes: screening, education, services coordination, referral, support and follow-up.
 - c. Assist with Veteran access and use of agency and community temporary assistance resources.
2. Maintain documentation of services rendered to including individual services and aggregate reporting.
3. Participate with team to identify, develop and implement best practices for services.
4. Maintain work consistent with Department/Team Quality Assurance Standards.

Resource Identification / Coordination: Landlord

1. With manager, develop and implements plans to engage local landlords (individual / companies).
 - a. Targets landlords who provide affordable, low income and/or subsidized housing.
 - b. Educates landlords about benefits of Veteran tenants and local housing resources and programs.
 - c. Attends landlord associations and/or community landlord acquisition meetings.
2. Maintains documentation of services rendered (contact log) and profiles of appropriate landlords.

Resource Identification / Coordination: Community Resources

1. Identify, establish and/or maintain contact with key VA, Veteran and social services providers of:
 - a. Homeless shelters, transitional housing services and resources.
 - b. Permanent housing placement.

Clerical:

1. Enter individual client services rendered into the client database

General Duties

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

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.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- 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.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

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:

Associate's Degree required; Bachelor's Degree preferred; and/or one or more years of experience in case management, community services.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); and Word Processing Software (Word) and Electronic Mail Software (Outlook) and Presentation software (PowerPoint).

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran, preferred.
- Comprehensive knowledge of or experience in the Middle Tennessee region's veteran, community (especially homeless), housing, employment services and resources.
- Excellent customer service skills: energetic, outgoing, engaging and personable.
- Excellent 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; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and /or move more than 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.

The noise level in the work environment is usually moderate.