

HOPE Atlanta Job Description

Title: SSVF Support Specialist Job Summary

- I. A full-time position providing outreach and support services to veterans within the community in the Supportive Services for Veteran Families Program (SSVF). Flexible hours, including occasional evenings and weekends and an ability to travel within the service delivery areas are required. We are seeking a motivated individual to join our community development organization as an Outreach Specialist. As part of our outreach team, you will work directly with vulnerable and underserved communities, identifying their material issues and assisting their efforts at self-organization, resistance, and education. This is a relationship-focused position, requiring you to have strong interpersonal skills, the ability to empathize with people of greatly varied experiences, and an appreciation for community-centered solutions.

- II. **Reports To:** Veterans Services Director of CQI and Community Engagement

- III. **Job Responsibilities:**
 - Identify and foster relationships with existing community leaders and organizers around veteran concerns.
 - Support ongoing community programs with logistical and material coordination.
 - Recognize emerging issues and create frameworks for community organizers.
 - Develop and lead educational programs designed to improve community leadership capacity.

 - Document service delivery and maintains accurate and timely documentation and is responsible for consumer confidentiality. Enters veteran information into ClientTrack/HMIS or other tracking forms either in real time or within 48 hours of activity including monitoring and documenting progress of veterans and outcomes.
 - Maintain consumer confidentiality.
 - Review veteran assessments, financial, environmental, psychosocial, employment, educational, housing and health information as appropriate to develop rapport and assist with supportive services.
 - Participates in all appropriate staff, supervision, and training meetings.
 - Tracks needs and outcomes of veterans served and/or not served.
 - Develop Community Resource Guide
 - Travel to counties assigned to familiarize yourself with the leaders of the community.
 - Assumes other duties as assigned by the Veterans Services Director of CQI/Comm Engagement and Senior Director

IV. Qualifications:

- High School diploma with at least 1 year experience with the homeless population (preferred)
- Veteran Preferred
- Mental Health/Human Services experience preferred.
- Strong written, verbal, interpersonal communications skills
- Working knowledge of MS Office and basic computer skills
- Ability to foster emerging leadership.
- Experience working with veterans preferred.
- Must have knowledge of homeless issues, skills in community resource development.
- Well organized, a self-starter, and able to work as a member of a team.
- Must be sensitive to and respect cultural diversity amongst clients, staff and volunteers and able work with a diverse racial, ethnic, and economic group.
- Ability to organize, prioritize, self-motivate, and deliver results.
- Must possess a valid GA driver’s license, with a good driving record.
- Must have reliable transportation.

V. Additional Requirements:

- Must handle new and diverse work problems daily. Personal maturity is an important attribute. Must be able to resolve problems, handle conflict, and make effective decisions under pressure. Must have the ability to listen objectively to people, perceive the real problem, and assist in bringing issues to a successful conclusion. Must relate and interact with volunteers, clients, contractors, visitors, and employees at all levels within the Agency.

Employee Signature: _____ Date: _____

Print Employee Name: _____