

# 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 a Veteran Support 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 and provide resource navigation services.
  - Assist with societal reintegration
  - 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:**

- **Must be a Veteran**
- **Must have lived experience of homelessness**
- High School diploma with at least 1 year experience with the homeless population (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.

#### **VI. Additional Duties and Responsibilities:**

- This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

#### **VII. Limitations and Disclaimer:**

- The above position description is meant to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required for the position.
- All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.
- Requirements are representative of minimum levels of knowledge, skills and/ or abilities. To perform this position successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

***This role is Hybrid at Hope Atlanta's discretion. The hybrid schedule is not permanent and may be subject to change based on the needs of the workload.***

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Employee Name: \_\_\_\_\_