Job Description – Veteran Outreach Worker/Advocate

Job Status: Full Time  Pay Rate: $12.50 to $14.00 DOE plus excellent fringe benefits
Reports To: Program Manager

GENERAL DESCRIPTION OF POSITION: The overall responsibilities include conducting outreach activities, greeting and screening Veterans seeking services, conducting program eligibility and assessment, identifying community resources, providing information and referral services, providing advocacy and program recordkeeping. This position requires the ability to work with Veterans and low-income populations, meet monthly goals, exercise good judgment, and coordinate with a wide range of Veterans service organizations.

Responsibilities - The Veterans Outreach Worker/Advocate will:
1. Interview participants and assess their needs during street-level outreach.
2. Network with community members and VA to ensure the program is marketed community-wide.
3. Work closely with the La Frontera Rapp Team.
4. Attend meetings relevant to newly-formed Community Outreach Committees team.
5. Attend staff meetings and trainings as required.
6. Recruit targeted individuals for program participation, workshops, community meetings, surveys, and other activities by developing and distributing outreach materials, directly contacting targeted community members, networking with appropriate community organizations, and utilizing Old Pueblo Community Services brochures and information.
7. Greet Veterans seeking services; orient Veterans to and assist with a core set of self-service resources; perform initial Veteran screening including suitability and eligibility; provide program information; and conduct group and individual orientations.
8. Complete participant records to include eligibility documents, assessment forms, information and referral logs, volunteer and donation logs, surveys, and other records as assigned.
9. Respond to customers’ requests for assistance by assessing service needs and providing direct intervention, information, and referral services as appropriate. Follow-up on referrals in order to assess outcomes and provide additional services as required.
10. Coordinate with other internal and external staff and programs so that opportunities for participants can be maximized.
11. Maintain close professional relationships and liaisons with local service organizations in the target area. Make presentations regarding the services of assigned programs to ensure that appropriate referrals are made to Old Pueblo Community Services programs, respond to agency inquiries concerning services, and attend workshops and conferences as appropriate to maintain knowledge of issues facing Veterans.
12. Use appropriate technology tools to accomplish job functions; understand and utilize available technology as customer service, communication, and data gathering tools.
13. Maintain files and records of individuals served, services provided, outreach activities conducted, surveys completed, and other general reporting as assigned.
14. Perform related duties as assigned by supervisor.

Qualifications:
1. Must be a Veteran with honorable discharge
2. Minimum of high school graduate or equivalent required; AA or BA preferred.
3. Ability to stand, walk, and work outside in streets, washes and desert homeless camps (in the desert climate) for up to four hours per shift.
4. Demonstrated knowledge of outreach methods, interviewing and assessment techniques, provision of emergency services and referrals.
5. Must possess knowledge of a broad range of social service and assistance providers in the target area.
6. Demonstrate knowledge and commitment to advocate for Veterans needs.
7. Demonstrate ability of work as a member of a team and to work effectively with other community agencies in the best interest of the participant and the agency.
8. Ability of use computer systems and the Internet.
9. A valid driver's license and reliable insured transportation required.
10. Must have an acceptable driving record as demonstrated by a recent printout by the Department of Motor Vehicles.

A letter of application, résumé and 3 references must be submitted to: Mary Dreher, COO, Old Pueblo Community Services, 4007 E. Paradise Falls Rd. #125, Tucson, Arizona, 85712, 520-989-8092 or you may e-mail to marydreher@helptucson.org.

Old Pueblo Community Services is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

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