

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	SSVF Outreach Specialist Yakima, WA	REPORTS TO:	Lead Outreach Specialist
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	None

HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: Level 14 \$20.45 to \$24.46/hr, DOQ (depending on qualifications)

GENERAL DESCRIPTION/ BASIC FUNCTION: The Outreach Specialist will conduct street outreach to locate eligible veteran households for Supportive Services for Veteran Families (SSVF), who would otherwise be difficult to locate or serve. The Outreach Specialist will screen for program eligibility and record information to place the Veteran on the Veteran by Name List. The Outreach Specialist will build and maintain relationships and partnerships with other social service organizations and outreach workers in the service areas. This position is based out of Yakima WA, and will require a significant degree of autonomy, as well as the ability to work with a team.

WORK CONDITIONS AND SITE: About 90% of the time may be spent working in the field with participants, in the car, outdoors, or in shelters. Other time will be spent in the office completing administrative and paper work. Requires significant local and regional travel.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Perform outreach in shelters, food banks, and various local community partners as well as street level outreach to educate and refer Veterans to the SSVF program.
2. Assist those who are camping or are living in non-habitable situations who may qualify for SSVF assistance.
3. Screen participants for eligibility according to program guidelines.
4. Interpret and explain information, such as eligibility requirements, application details, and program specific information.
5. Educate the community about the SSVF grant and its resources for Veterans through community presentations and meetings.
6. Create and utilize informal community networks, as needed, to locate resources and make referrals as necessary in support of increasing veteran participation in the SSVF program.
7. Inform the Lead Outreach Specialist of any unusual events that occur and document appropriately for incident.
8. Make necessary notifications when required to law enforcement, supervisors and other appropriate individuals.
9. Engage in crisis intervention strategies with SSVF program participants when appropriate.
10. Meetings/training
 - a. Attend all scheduled staff meetings.
 - b. Attend training sessions as required by the funding source or agency.

BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
 - a. Ability to work independently as well as with a team to achieve objectives and assignments.
 - b. Ability to use good interpersonal relationship skills.
 - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
 - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
 - b. Embody teamwork and cooperation within and across departments and with the public.
 - c. Keep your department manager apprised of important matters ongoing within the department.
 - d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
 - e. Be honest, fair, and dependable.
 - f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
 - a. Attend all scheduled staff meetings.
 - b. Attend training sessions as required by the funding source or the agency.
 - c. Attend any other meetings or trainings as required.

SKILLS AND ABILITIES REQUIRED:

1. Excellent verbal and written communication skills.
2. Excellent computer skills, which include word processing, data entry and email.
3. Excellent interpersonal skills and the ability to interact positively with clients from diverse backgrounds.
4. Demonstrated ability to function as a team member and collaborate with other staff.
5. Ability to maintain accurate, thorough and timely records.
6. Ability to adhere to high degree of confidentiality, tactfulness and respect for clients.
7. Ability to work in a fast-paced office environment with frequent interruptions and occasional crisis situations.
8. Knowledge of resources applicable to Veterans and their family members
9. Ability to apply crisis intervention strategies

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

1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting.

QUALIFICATIONS:

1. High School Diploma or equivalent and at least 2-years' experience in a similar setting preferred.
2. A Bachelor's Degree and at least 1-year experience in a similar setting preferred.
3. Understanding and/or experience working with Veterans.
4. Experience with outreach to local organizations and government agencies.
5. Strong written and verbal skills.
6. Ability to work in a culturally diverse environment.
7. Ability to work well under pressure.
8. Ability to work as a team player.
9. Strong commitment to mission, including racial equity and social justice
10. Case management experience in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families.
11. Desired qualifications: A working knowledge of major systems that veteran populations encounter and the resources they may access.

SPECIAL REQUIREMENTS:

Employee must provide own vehicle and auto insurance. Valid state driver's license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

June 3, 2020; (wage level 16)