



**Job Title:**

Outreach Specialist

**Department:**

Veterans Shelter Program

**Prepared By:**

Human Resources

**Approved by:**

Andre Simpson-Executive V.P. /C.O.O

**Job Summary**

Outreach Specialist will provide street outreach to homeless veterans throughout the city of San Diego. Create, implement and promote community awareness and education of the Homeless Veteran Shelter Program. Build positive awareness of a variety of professional level community resources to help Veterans access needed services. Outreach will build and maintain an extensive network of providers in and out of the military community, to be used for referrals.

**Qualifications:**

- ❖ Basic understanding of the military and/or the Veterans Administration.
- ❖ Must be able to maintain confidentiality.
- ❖ Must be able to work in and promote teamwork.
- ❖ Must be able to work professionally, cohesively, and collaboratively with staff, partners and with organizations serving the homeless community.
- ❖ Must be able to work flexible and sometimes unpredictable hours to include weekends.
- ❖ Must be organized, detail-oriented and able to time manage.
- ❖ Must have reliable transportation.
- ❖ Prefer prior experience working with homeless population.
- ❖ Must be able to fluently read, write, and communicate in English.
- ❖ Must be able to work independently with little supervision, and within a diverse population.
- ❖ Must be able to pass criminal background check and drug screen.
- ❖ Must be able to comfortably, both mentally, and physically, perform all aspects of job description and other duties as assigned by supervisor.

**Responsibilities and Major Duties:**

- ❖ Provide crisis intervention and guidance to homeless veterans as appropriate.
- ❖ Makes contact with homeless veterans daily by researching and resourcing target areas where homeless individuals are living or congregating. Track locations and services provided to improve services and identify patterns and trends.
- ❖ Assist Veterans experiencing homelessness access to a bed in the veteran shelter and/or make referrals, as appropriate.
- ❖ Assist with planning, developing and providing community-based outreach to identify and engage with homeless veterans.
- ❖ Advocates for clients within the community as well as internally in order to ensure that client's needs are being recognized, represented and addressed.



- ❖ Develops and maintains positive working relationships with agency staff and community contacts such as referral sources and service providers.
- ❖ Respect and value all people experiencing homelessness, regardless of circumstances, behavior or needs.
- ❖ Prepares documentation of plans and activities to ensure compliance with contracts and agency requirements.
- ❖ Refers clients, as appropriate to their individual needs, to outside resources (e.g. medical, dental, mental health, legal social services, veterans' benefits, etc.)
- ❖ Interfaces with other staff as appropriate regarding client needs and progress.
- ❖ Other duties as assigned by supervisor.

Veterans Village of San Diego has the following benefits: 12 paid holidays a year, paid time off between Christmas and New Year's Day, paid vacation and paid sick leave, pension, health insurance, dental and vision plans.

Application Procedure: submit cover letter and resume to: [cesar.padilla@vvsd.net](mailto:cesar.padilla@vvsd.net), please put in subject line: Shelter Outreach Specialist, or you may Fax resume and cover letter to (619) 497-0263 Attn: Cesar Padilla

If you were a client of VVSD, you must have been out of all programs for a minimum of 2 years.

VVSD is an EEOC employer.