

# Alston Wilkes Society

## Job Description

---

**Position Title:** Outreach Coordinator

**Program:** SSVF Grant

**Reports to (Position):** Director of VA Facilities and Program

**Location:** Columbia

**Date Written/Revised:** 8/1/2012

**Job Status:**  Exempt or  Non-exempt  
 Part time or  Full time

---

**Job Summary:** Under the direction and supervision of the Director of VA Facilities and Program, will provide general administrative support, transportation services and will provide development of affordable housing resources that meet program standards for SSVF Program participants.

---

### Primary Duties and Responsibilities:

1. Provide administrative support to the SSVF program's Case Managers and other staff (respond to program inquiries, assist with program documentation, phone calls, clerical, etc.)
  2. Assist with program outreach activities and efforts including distribution of program materials, participation in community outreach events (service fairs, etc.) and ongoing communication with service partners and community resources (churches, civic groups, etc.)
  3. Provide transportation for program participants: pick up anywhere in the state to return to one of our facilities for program enrollment; transportation to Columbia for benefits enrollment at the VA HCHV Program; locally to meet emergency/crisis needs, access shelter, attend medical appointments, attend supervision appointments, search for employment, meet with legal services and other supportive services.
  4. Track and document transportation provided to participants to include dates, mileage, participants' names, and purpose of transportation.
  5. Submit weekly and monthly service reports in a timely manner and according to requirements of Program Policy and Procedure Manual.
  6. Assist Case Managers with timely data entry of participant information into local HMIS.
  7. Assist Case Managers with basic participant follow-up services, including participant updates with other service providers, checking progress with benefits applications (online and via phone with VA and Benefit Bank), check-ins with participants, etc.
  8. Ensure client confidentiality in accordance with established procedures and regulations.
  9. Attend at least 40 hours of job-related training annually; participates in quarterly staff meetings; aides in developing program goals; gives input regarding planning/operation of the program; participates as needed in agency and program research, evaluation, and developmental activities.
  10. Identify potential affordable housing opportunities of varying types to include: private, unsubsidized; private subsidized; public; programmatic (addiction recovery, transitional targeted to specific populations, etc.); and others.
  11. Develop partnerships/relationships with a wide array of housing options, negotiating actual costs, benefits/exceptions for SSVF program participants (i.e. waived security deposit, etc.) based on their participation in our program, and prioritizing for our program participants.
  12. Conduct initial habitability inspections of both general properties and individual housing units before placement of participants into housing, including physical safety, proximity to transportation, general well-being of the environment (i.e. neighborhood safety, risks, etc.) and developing a "housing inventory" to be readily available to CM's as they need to place participants.
  13. Represent AWS in the community and distribute information about the SSVF Program, benefits of providing affordable housing to our participants (i.e. concurrently receiving supportive services to prevent eviction, etc.) and participant success stories.
-

**Minimum Qualifications:**

Knowledge Of:

- Issues of homeless veterans
- Communicating effective orally and in writing
- Computer literacy (word processing, data entry, etc.), HMIS training will be provided
- High School Diploma/Associate degree strongly preferred; with at least one year experience in administrative support field
- Experience working in non-profit setting and/or transporting agency clients in a social service capacity preferred
- Excellent interpersonal skills and self-direction
- 5-7 years working in local housing markets (i.e. real estate, property management, housing for non-profit agencies, housing authority, etc.)

**Licenses, Training and Certification:**

- Valid SC Driver's License
- Proof of Auto Liability Insurance if required

---

**Employee Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_