



NEW ENGLAND CENTER
AND HOME FOR VETERANS

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Position Title: Outreach and Triage Specialist
Department: Human Services Department
Exemption: Non Exempt
Position updated: February, 2021
Supervisor: Director of Housing and Outreach

Job Summary:

As part of the SSVF (Support Services for Veteran Families) Team, the Outreach and Triage Specialist (OTS) identifies and screens Veterans experiencing homelessness at the New England Center and Home for Veterans (NECHV), Pine Street Inn (PSI), Boston Public Health Commission's (BPHC) shelters and other sites. This position also conducts street outreach and works to identify and intervene with Veterans and their families who are experiencing or at risk of homelessness. The OTS will engage Veterans in conversations around the Rapid Resolution intervention and assesses for eligibility for SSVF services (e.g. rapid re-housing, housing prevention and housing stabilization) to ensure Veterans are placed on the most appropriate housing pathway.

Job Responsibilities:

- Develop program outreach plan in conjunction with the Director of Housing and Outreach and Director of Community Stabilization Services. Identify potential program participants through street, community based and shelter outreach.
- Complete housing intakes and screen for SSVF services for Veterans who reside at the New England Center and Home for Veterans, PSI and BPHC's shelters, and other sites as needed.
- Hold office hours at the VA, shelters and other sites as needed to engage in Rapid Resolution Conversations and screen for SSVF services e.g. rapid re-housing, housing prevention and housing stabilization.
- Use Motivational Interviewing, Harm Reduction, Trauma Informed Care and Progressive Engagement strategies to develop appropriate therapeutic rapport.
- Ensure Veterans are quickly linked to the services and housing path that will resolve their housing crisis.
- In conjunction with the Rapid Resolution intervention, work with Veterans to help a Veteran household identify an immediate safe place to stay within their own network; work with the SSVF team to provide follow-up services and supports to help the Veteran find stable long-term housing.
- Educate community agencies and collaborating organizations about SSVF to identify Veterans who are experiencing or at risk for homelessness.
- Maintain appropriate documentation, including completing housing intakes, screening, assessments and case notes in an electronic database, as well as tracking inappropriate referrals and critical incidents and other required SSVF documentation.
- Attend Program, Department meetings and trainings as well as Continuum of Care provider meetings and other meetings with collaborating agencies as required.



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- Perform other duties as assigned.

Required Qualifications:

- Bachelor's degree in Human Services required, with 2 to 3 years of experience.
- Previous experience with and comfort with outreach (including street and community based outreach) and/or working with individuals who have experienced homelessness and struggle with mental health and substance use issues, required.
- Experience with case management, navigating community based resources, subsidized housing placements and Veteran status a plus.
- Strong understanding of and commitment to Motivational Interviewing, Harm Reduction, Cultural Competency, Housing First and Trauma Informed Care.
- Excellent customer service skills and the ability to communicate professionally with Veterans, team members and partners.
- Proficiency with electronic databases and computers.
- Experience with crisis intervention and de-escalation.
- Ability to work two days a week from 12pm-8pm
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.
- Experience in triage and or diversion.

Essential Functions of the Job:

- Must be able to travel in the greater Boston area, conduct street outreach and work in the community.
- Massachusetts Driver's License required.
- Strong assessment and screening skills.
- Ability to access and navigate public transportation.
- Demonstrate positive communication with Veterans and other team members and collaborators.
- Strong organization skills.
- Ability to maintain professional and personal boundaries.
- Ability to work independently and collaboratively with teams, including other NECHV programs and departments.