

## **Rapid Resolution Specialist**

### **SUMMARY:**

The Rapid Resolution Specialist in a non-exempt position that is responsible for direct outreach and pre-screening to Veterans who may be appropriate for Supportive Services for Veteran Families Program. This includes the provision of rapid resolution, a diversion and rapid exit strategy to determine if a Veteran seeking emergency shelter has other options where they can stay that is safe, other than a shelter, in their vehicle or the streets. Contact generally occurs immediately before or shortly after the Veteran accesses shelter or emergency services.

### **ESSENTIAL JOB FUNCTIONS:**

- ❖ Provide crisis intervention to address the immediate needs of the very low-income, chronic and non-chronic homeless veteran population.
- ❖ Respond to calls and referrals from other agency personnel and community representatives of Veterans and their families who are seeking emergency shelter.
- ❖ Identify locations frequented by potential veteran applicants (including family members)
- ❖ Provide direct outreach to Veterans and their families in their homes and communities
- ❖ Provide client access to services and community resources to support continued stability
- ❖ Engage and build rapport with the target population
- ❖ Participate in Stand Downs and other VA/community outreach activities
- ❖ Provide peer support and mentoring to SSVF participants in securing permanent housing and navigating/accessing Veteran and mainstream services
- ❖ Evaluate and provide solutions to housing needs and facilitate the move to housing option identified
- ❖ Utilize HMIS for data collection/case records
- ❖ Accompany Veterans to appointments, when appropriate
- ❖ Facilitate discussion and training in per groups, as determined by the case management team
- ❖ Monitor and document participation, progress, referrals, and services provided to participant and assist case management team in preparing exit plans and follow up contact with SSVF program participants
- ❖ Maintain working relationships with community agencies to facilitate access to community services for participants
- ❖ Maintain working relationships with organizations specifically targeting Veterans' needs
- ❖ Attend in-service trainings and outside conferences/workshops as requested by the Program Director
- ❖ Other duties as assigned by Program Director



### **REQUIRED COMPETENCIES:**

- ❖ Demonstrate a strong knowledge of the resources in the community available for the Veteran population, especially services and programs offered by the Veterans Administration (VA)
- ❖ Must demonstrate an ability to be non-judgmental and accept the principles of housing first and rapid rehousing models
- ❖ Must be sensitive to and respect cultural diversity amongst clients, staff, volunteers and be able to work with diverse racial, ethnic and economic groups
- ❖ Must have the ability to work a flexible schedule including nights, weekends, evening and holidays in the future of the contract.
- ❖ Must have reliable transportation
- ❖ Participate in Agency Performance Quality Improvement (PQI) program and Accreditation/Reaccreditation process
- ❖ Demonstrate alignment with The Transition House, Inc.'s Mission and Values

### **EDUCATION AND EXPERIENCE**

- ❖ This position requires a minimum of a Bachelor's Degree in social work or related field
- ❖ Must have minimum two years' experience serving homeless or at-risk families and/or individuals in crisis
- ❖ Must be able to comply with complex governmental regulations, policies and procedures as well as demonstrate thorough document compliance efforts and activities
- ❖ Must be able to work in a fast-paced environment and understand the issues that are faced by low-income populations
- ❖ Problem solving skills and conflict resolution skills required
- ❖ Working knowledge of VA benefits system, including eligibility requirements, applications, appeals, VA file documentation and Bi-Lingual is preferred

### **AAP/EEO STATEMENT:**

- ❖ TTHI is an Equal Opportunity Employer. TTHI does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national

### **REPORTING TO: Yvette Dejesus Program Manager**

