



A voice and a hub for the Latino community
as we advocate on behalf of our people
and work to achieve social justice.

Job Description

Position Title: Veterans Outreach Specialist

FLSA Status: FULL TIME, non-exempt

Department: Francis Martinez

Reports to: Human Services Director

Pay Range: \$28.85

MISSION STATEMENT:

As an organization grounded in the Latino community of Washington State, it is the mission of El Centro de la Raza (The Center for People of All Races) build the Beloved Community* through unifying all racial and economic sectors; to organize, empower, and defend the basic human rights of our most vulnerable and marginalized populations; and to bring critical consciousness, justice, dignity, and equity to all the peoples of the world.

JOB SUMMARY:

The veterans outreach specialist shall provide outreach services including information, referral and follow-up services to women veterans of color and their families to increase the number who are connected with veterans' benefits, services and resources and other regional housing, health and human services. Meets all program targets, outcomes, & goals.

ESSENTIAL QUALIFICATIONS:

- B.A. Degree and social service experience preferred.
- Ability to communicate effectively both in written and oral contexts.
- Excellent use of Microsoft computer software.
- Must have strong interpersonal skills.
- Familiarity with People of Color and/or diverse communities.
- Must have a Washington State Driver's License, vehicle, and proof of insurability.
- Must be able to work flexible hours, including evenings and weekends as the position requires.

ESSENTIAL FUNCTIONS:

- Develop and provide outreach services including information, referral and follow-up services to women veterans and veterans of color and their families to increase the number who are connected with veterans' benefits, services and resources and other regional housing, health and human services.
- Develop and provide effective prevention and intervention strategies for at-risk veterans.
- Gather and maintain referral information that contains current resource and service options throughout King County.
- Monitors the progress of the program by keeping updated information in Salesforce, and accurate client files/notes, maintaining records of services rendered, and collects evaluations.
- Meet with Therapeutic Health Services, 12 times (3 times each quarter), and produce meeting minutes following each meeting to the Human Services Department Director

Community Action Agency • United Way Agency • Affiliate of UnidosU
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www.elcentrodelaraza.org • 501c(3) Nonprofit Tax ID: 91-0899927

- Submit the following reports electronically to the FMSC Department Director in a format and method approved by the King County, and upon Director's approval submitted to King County. Reports include.
- Service Activity Report, to be submitted quarterly.
- Client Demographic Report, to be submitted quarterly.
- Human Services Outcome Report; to be submitted quarterly; and
- Narrative Report, to be submitted with the June and December 2013 invoices.
 - This report shall include the strategies used during the previous six-months to locate, identify, engage, and refer veterans to appropriate resources, including any collaborative referrals to Therapeutic Health Services.
- Provide one-on-one follow-up contact in office, with a client or an individual who has been referred by another contractor, family member, or individual in the following situations: It includes:
 - Responding to messages within 48 hours that were left outside normal business hours.
 - Ensuring the client has successfully contacted services to which they have been referred. It is anticipated this follow-up would be provided within two weeks.
 - Contacting a client who may pose a danger to him or herself or others or in a potentially dangerous situation.
 - Contacting a client when staff believes the client does not have the necessary skills to follow through and resolve their problems; and
 - Determining a client's satisfaction with outreach services.
- Provide a monthly narrative, program performance report for Board of Directors.
- Attend weekly Charla meetings.
- Meets weekly with the Human Services Director.
- Attends approved (by the Human Services Director) Outreach events.

SKILLS/TECHNICAL KNOWLEDGE:

- Ability to develop strong relationships with veterans.
- Ability to work well in a multi-cultural environment.
- Ability to work well with a diverse group of people.
- Ability to work in collaboration.
- Must be able to maintain confidentiality on clients' documents.
- Must be highly organized, self-motivated, multi-tasked, self-directed, and detail-oriented.
- Attends staff meetings as required.
- Performs other duties and responsibilities as assigned.

WORKING CONDITIONS:

Works in a general office environment and a classroom environment at EL Centro de la Raza. Works a minimum of 40 hours per week. May require a flexible schedule. May work different hours on different days. May require some local travel.



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- Remote work eligible: Hybrid (please describe in detail the hours the employee is expected to work from their alternate work site, e.g., 2 days in office, 3 days' work from home 8:00a.m. – 5:00p.m.

- **Include:** El Centro reserves the right to change any or all conditions under which this position is permitted to work remotely or withdraw permission to work remotely with or without advance notice. Currently it is mainly remote unless there is a need to meet a participant for assistance. This can change at any given time.

PHYSICAL REQUIREMENTS:

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis
- Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead
- Ability to operate telephone, desktop or laptop computer
- Ability to lift to 25 lbs

Equal Employment Opportunity and Accommodation Statement:

El Centro de la Raza provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the requirements of the position. El Centro de la Raza would attempt to satisfy requests if the accommodation needed is a reasonable and no undue hardship would result.

El Centro de la Raza offers the following benefits to full-time:

- Medical and Dental Insurance with competitive employee and family rates.
- Basic Life insurance provided at no cost to employee; option to buy up for additional coverage.
- 401(k) plan with 5% employer contribution; eligible to participants after six months of employment; eligible for employer contribution after first year of employment with El Centro.
- 12 days of sick/safe pay time each calendar year (accrued by pay period); Eligible to take accrued leave after 90 days of employment.
- 15 days of vacation accrued by pay period; start accruing upon hire; eligible to take after 6 months of employment plus a floating holiday and birthday off.
- 9 days of paid holidays have been established by El Centro de la Raza + 5 days paid time off during the last week of December.
- Employment Assistant Program for all employees our EAP offers help with mental health, stress, grief and loss, illness or trauma, relationship conflicts, financial guidance, life adjustments, and more.

Covid-19 Vaccination Requirement:

This position is subject to the City of Seattle and/or King County requirement(s) for contractors to be fully vaccinated against COVID-19. As a public entity interacting with the public, all our staff must be vaccinated. Failure to submit proof of vaccination will result in the withdrawal of a job offer

Employee Signature

Date

Supervisor Signature

Date

cc HR, personnel file

REV: 07/2021