

**POSITION TITLE:** Outreach and Intake Specialist  
**Hiring Range:** \$16.00/hr - \$19.10/hr

**Classification:** Full-Time  
**FLSA Status:** Non-Exempt

**SUPERVISED BY:** Outreach and Intake Supervisor

**Location:** Albuquerque, NM

**JOB SUMMARY:** As an Outreach and Intake Specialist, you will be responsible for locating, identifying and screening low income, at-risk and homeless Veterans and Families for potential enrollment into services and programs. You will work with and develop community partners that help provide supportive services to our Veteran clients and increase awareness of the VIC mission. You will conduct professional presentations to educate and inform companies, organizations, civic leaders, donors and potential partners on the VIC mission, including programs and services offered. You will interact with local leaders around the state and be expected to travel to achieve our goals. You will be the face of the VIC and our mission to support Veteran families.

**ESSENTIAL JOB FUNCTIONS:**

- Conduct outreach and engagement at homeless camps, shelters, emergency departments, detoxification centers, jails, and other locations to locate and assist homeless Veterans
- Conduct initial screening and interviews to determine eligibility for services; collect required documentation In Accordance With policies and procedures
- Develop innovative outreach plans, with the assistance of your assigned supervisor, that enable positive connection and conversation with at-risk and homeless Veterans and families
- Coordinate for transport of Veteran or Family to VIC offices with in-house assets or community service providers, as necessary
- Use non-judgmental approaches to discussions and problem-solving for high-barrier individuals including criminal histories, mental illness or personality disorders
- Assemble files for eligible applicants and submit to the Program Manager for review and referral to appropriate case managers
- Refer ineligible Veterans to appropriate community programs and services through knowledge and experience in community programs
- Schedule and conduct client interviews via telephone or web-based tools
- Work independently, and as a team, to achieve programmatic goals and objectives
- Evening, weekends, and shift-work may be required (with advance notice)
- Perform other related duties as assigned

*Preference given to eligible Veterans and Immediate Veteran Family Members  
NMVIC is an Equal Opportunity Employer*

<b>Minimum Qualifications</b>	One (1) to two (2) years of education that prepares you for the responsibilities of the position
	Two (2) or more years of customer service experience
	Proficiency using MS Office and Windows OS
	<i>* Experience may be substitute in lieu of educational requirements</i>
<b>Preferred Skills</b>	
	Bi-lingual a Plus; Two (2) or more years of college or education
	Experience in community outreach with vulnerable populations
	Knowledge or training in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	Familiarity with different ethnic and cultural groups
	Intermediate or advanced computer skills using MS Office and Windows OS
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
<b>Client-Focused</b>	<ul style="list-style-type: none"> <li>• Empathize with homeless Veterans and families while determining eligibility for VIC and other community resources to help meet their needs</li> <li>• Respect the needs of those in poverty and the difficulties in reaching out for assistance</li> <li>• Attend formal and informal, in- and out-of-state, training on mental health, crisis intervention, advocacy and other topics that enable you to perform your duties</li> </ul>
<b>Judgment and Decision Making</b>	<ul style="list-style-type: none"> <li>• Evaluate conversations and determine eligibility for programs, needs, and services</li> <li>• Use ethical, honest and logical judgment when making recommendations for enrollment of Veterans or Families into VIC programs and services</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicate effectively both orally and in writing</li> <li>• Convey the mission of the VIC and the need of at-risk and homeless Veterans &amp; Families</li> <li>• Track and maintain written records and reports of work and outreach efforts</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Understand federal, state and local social services and assistance programs including financial, housing, nutrition, medical and mental health</li> <li>• Adhere to HIPPA and PII guidelines and safeguard information of clients</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate in community meetings that use a collective approach to problem-solving</li> <li>• Manage individual workload and provide support to team members when needed</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>	
<b>Constant</b>	Communicate with difficult clients
<b>Frequent</b>	Record information, personal data and interpret government documents
<b>Frequent</b>	Drive safely and recognize hazards
<b>Occasional</b>	Work in difficult weather and environments
<b>Occasional</b>	Travel over 24 hours for work-related events and training
<b>ADDITIONAL REQUIREMENTS</b>	
	<ul style="list-style-type: none"> <li>• Valid US Driver License, Proof of Current Insurance, Use of Reliable POV</li> <li>• Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years</li> </ul>
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
<b>WORKING CONDITIONS</b>	
	Indoor: 30% - Office environment
	Outdoor: 70% - All weather conditions and variable temperatures