



**Position Title:** Massachusetts Veteran Connect, Specialist (Essex and Middlesex Counties)  
**Department:** Human Services  
**Supervisor:** Manager, Massachusetts Veteran Connect  
**Exemption:** Non-Exempt  
**Position updated:** June, 2022

**Job Summary:**

The Massachusetts Veteran Connect Program is a new program funded by the Department of Veterans Services to provide outreach, case management and stabilization services and financial assistance to underserved Veterans in select cities and towns across Eastern Massachusetts. This program will target Veterans impacted by poverty, racial inequities, domestic violence, behavioral health diagnosis, acute medical conditions and/or other disabilities that are barriers to self-sufficiency. Additionally, this program aims to identify and connect with Veterans who may not be eligible for U.S. Department of Veterans Affairs funded programming to fill a gap in Massachusetts Veterans Services by providing a parity of services for all Veterans who may be at risk or currently experiencing homelessness.

This position will provide direct outreach, engagement, case management and stabilization services to Veterans within Essex and Middlesex Counties.

**Job Responsibilities:**

- Maintain a caseload of up to 30 Veterans annually and provide home visits. Ensure Veterans are swiftly and proactively connected with the services, benefits and care that will best meet their needs and goals. Provide appointment accompaniment as needed.
- Use a variety of innovative and evidence based strategies such Harm Reduction, Motivational Interviewing, Trauma Informed Care and Progressive Engagement Strategies to identify, outreach to and engage with underserved Veterans.
- Work closely with local the NECHV Human Services Team, Veterans Service Officers and other local community stakeholders to promote the program and establish program referrals.
- Ensure Veterans are quickly linked to financial resources, housing path and other resources that will help resolve their housing crisis.
- Assure high quality completion of documentation, including intakes, screening, assessments and case notes in an electronic database by the deadline.
- In conjunction with NECHV's Outreach and Triage team identify potential program participants through street, community based and shelter outreach.
- Deliver the highest customer service experience to all internal and external customers.
- Attend department meetings, trainings, case conference and weekly team meetings.
- Take initiative to perform other duties as needed.



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**Required Qualifications:**

- BA and one year experience with the Veteran population, mental health and substance use disorders, homelessness, outreach and/or case management. Five years of relevant experience may substitute for education.
- 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, preferred.
- Experience with case management, navigating community based resources and subsidized housing placements.
- 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.
- Flexible self-starter with strong analytical skills.

**Preferred Qualifications**

- Knowledge of military culture.

**Essential Functions:**

- Valid Massachusetts Driver's License.
- Ability to travel throughout Eastern Massachusetts.
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) and databases
- Strong written and oral communication skills.
- Ability to work with complex, homeless and at risk Veteran population.
- Maintain strong personal and professional boundaries.