



## **Outreach Specialist, General Services, Columbia**

**Position:** Full Time / Regular / Non-Exempt

**Supervisor:** Director, Columbia Region

**SUMMARY:** The position is primarily responsible for developing and executing outreach programs to disseminate and promote organizational services to Veterans, their families and the community. He/she will target communication and outreach to those Veterans thought to be disconnected from the Veteran community and services and potentially at higher risk of suicide. He/she will provide outreach, services education, navigation and eligibility assistance to Veterans and their families. He/she will serve as the organization's liaison with various service providers. This position is full time at 40 hours per week.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Outreach:**

1. With the Chief of Programs and the Director, research Veteran community needs and trends to identify outreach projects and connect with Veterans and their families.
2. Assist Veterans and their families in scheduling appointments with OSDTN; as needed, complete initial intake paperwork and ensure entry into required databases.
3. With the C-Suite and Director, identify, establish and /or maintain relationships with key VA offices, other Veteran service organizations, referral partner organizations, community leaders, student veteran organizations and employers in assigned region.
4. Work with external partners, and organizational departments to stay updated about relevant services and programs.
5. In conjunction with the development team, plan and execute outreach and education activities and events such as workshops, social events, etc.
6. Maintain a calendar of internal, and relevant external, activities including community events, workshops, appearances etc.
7. In conjunction with the development team, assist with tasks such as creating materials and content for social media.
8. Attend, and/or address, relevant community meetings.
9. Keep detailed records of contacts, events, activities, and Veterans reached.
10. With the Director, prepare an annual budget for outreach activities.
11. Participate with team to identify, develop, and implement best practices for services.

12. Maintain work consistent with Department/Team Quality Assurance Standards.

**General Duties:**

1. Adheres to Agency and Department policies and procedures.
2. Participates in Agency and Department meetings, trainings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor or agency.

**QUALIFICATIONS:**

Associate's Degree required; Bachelor's Degree preferred; one or more years of experience in non-profit outreach activities, communications, public relations or marketing desired. Knowledge of Outlook, Word and Excel is necessary.

Possess valid, current Tennessee driver's license.

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran Preferred.
- Comprehensive knowledge of regional veteran services and resources.
- Self-motivated with excellent multi-tasking and time management skills.
- Friendly, enthusiastic, and outgoing attitude.
- Ability to motivate clients toward success.
- Compassionate, energetic and team focused.

**BENEFITS:** Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

**HOW TO APPLY:** A resume and cover letter should be submitted to [jobs@osdtn.org](mailto:jobs@osdtn.org). No phone calls please. Selected candidate must pass a drug test and background check.