Job Title: Resource Specialist Assistant, Project Action for Veterans (PAV)
Reports To: Senior Resource Specialist, Project Action for Veterans
Hours: This is a temporary position, 30-40 hours per week, through December 31, 2020

PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit community development organization that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. Through individualized service planning, Project Action for Veterans (PAV) offers housing assistance to veterans and their families who are recently homeless or about to become homeless who “but for” this financial and resource coordination assistance would continue to be or become homeless. The program serves Veterans living in Pima, Cochise, Graham, Greenlee, and Santa Cruz counties, and follows the policies and regulations of the Supportive Services for Veteran Families (SSVF) funding from the U.S. Department of Veterans Affairs. PAV is accredited by CARF for Rapid Rehousing and Homelessness Prevention Programs.

The Resource Specialist Assistant works in partnership with the PAV Resource Specialists (RS) and with the full PAV department team to support Veterans and their households as they are engaged with PAV. The successful candidate will be a culturally-sensitive person who has a positive influence on others, thrives on successfully facilitating processes, works at a faster-than-average pace, is extremely disciplined, detail-oriented, and results-oriented, sets high standards for self and others, and demonstrates top-notch planning and coaching skills.

DUTIES AND RESPONSIBILITIES (Work assignments may vary depending on the department’s needs and will be communicated to the applicant or incumbent by leadership)

- Assist with contacting the participants that are in a hotel and searching for housing twice a week.
- Assist with contacting participants who are seeking employment one time a week and requesting job search logs and other supporting documents.
- Assist with contacting participants who are housed or applying for HUD/VASH one time a week.
- Assist with contact the participants who have been in the program for over 3 months for stability.
- Assist with contacting the transitional housing CM, HUD/VASH CM, landlords, or any other person involved with the case that are wanting updates.
- Assist with reviewing and completing the list for groceries.
- Assist with grocery pickup/delivery.
- Assist with getting documents signed by or from the participant.
- Assist with updating case notes in HMIS for contact that is made.
- Assist with gathering required documents.
- Assist with delivering household supplies after the purchase has been made by the RS.
- Assist the RS' with requests that are made by the participant.
- Assist with finding other resources that the veteran may need to be referred to.
- Implements public health and safety guidelines related to COVID-19 in all practices.
- Attend staff meetings and trainings as required.
Demonstrate adherence to Primavera’s guiding principles of integrity, respect, accountability, compassion, and leadership.
Other duties as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with the greater Tucson community, including mainstream social services, employment and housing options.
- Ability to work effectively, compassionately, collaboratively, and efficiently with program participants, the public, staff, and volunteers.
- Excellent verbal and written communication skills.
- Computer proficiency that includes database programs.
- Ability to perform duties successfully with minimal supervision.
- Excellent organizational and time management skills.

MINIMUM QUALIFICATIONS

- Proficiency with basic computer systems and software, including Microsoft office products and databases.
- Must have reliable transportation with current registration, a valid driver’s license, a clean driving record, current registration, and proof of insurance coverage.

PREFERRED QUALIFICATIONS

- Minimum of one year case management experience working with low income individuals and families.
- Bilingual (English/Spanish).
- Military veteran or veteran family member.

PHYSICAL ENVIRONMENT/CONDITIONS

- Ability to work in a busy environment with moderate noise level.
- Visual acuity to discern data and information, and hand dexterity to enter information into computer systems.

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment, without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, ethnicity, age, pregnancy, mental or physical challenging condition, marital/family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic(s) in accordance with applicable federal, state, and local laws.

To apply for this position, please submit a cover letter and resume via email to jobs@primavera.org.