



PRIMAVERA FOUNDATION // PROVIDING PATHWAYS OUT OF POVERTY
JOB DESCRIPTION

151 W. 40th Street
Tucson, AZ 85713

Job Title: Resource Specialist, Project Action for Veterans
Reports To: Senior Resource Specialist, PAV
Hours: 40 per week, flexible to meet the needs of the program
FLSA Status: Non-exempt

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 focuses mainly on assisting with the successful transition to housing for these veterans and their families including the creation of housing service plans and identification of resources needed to obtain and maintain housing stability. The successful candidate will be a culturally-sensitive social services professional 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):

- Maintains a caseload including veterans that have significant barriers to housing.
- Conducts intake/eligibility meeting and completes eligibility forms to determine eligibility based on need and program requirements.
- Conducts home visits.
- Develops a housing service plan with participants and enters all information in program database.
- Works with PAV Contract Specialists to verify determination of services and communicates approvals and all follow-up with the participant.
- Continues to follow up with participants as needed, and continues to conduct ongoing assessment on a periodic basis as per program guidelines, including 90 day re-certifications.
- Communicates/coordinates with participant’s other service providers as applicable on a regular basis.
- Refers to and coordinate services with PAV Benefits Specialist as needed.
- Coordinates closely with PAV Housing Resource Specialist to house veterans in 30 days or less.
- Contacts participant and conducts a process for participant exit when services are complete.
- Ensures that 80% of households served exit with permanent housing.
- Completes weekly and monthly reports on status of participants on caseload.

- Registers all veteran participants for the SSVF satisfaction survey.
- Participates in SSVF webinars, VA and HMIS training, and other agency trainings as requested.
- Participates in monitoring and evaluation activities including record reviews.

OTHER RESPONSIBILITIES

- Ensures that participant files are properly maintained, meeting grant and confidentiality requirements.
- Maintains a 95% accuracy rate on data entry and file audits.
- Ensures confidentiality of participant information.
- Maintains statistical data as required by grant funding sources.
- Adheres to all contractual agreements related to resource and case management services.
- Implements public health and safety guidelines related to COVID-19 in all practices.
- Attends meetings with partnering agencies as scheduled.
- Attends agency meetings as required such as All Staff and monthly resource specialist meetings.
- Performs other related duties as requested/assigned by leadership.
- Demonstrates adherence to Primavera's guiding principles of integrity, respect, accountability, compassion, and leadership.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of issues facing veterans and people that are low income/homeless, including housing, employment, mental and physical health.
- Strong interviewing and assessment skills.
- Ability to work effectively with program participants, the public, staff and volunteers.
- Ability to communicate effectively and accurately orally and in writing.
- Proficiency with office computer systems and software, including Microsoft Windows, Outlook, Word Excel, and a web based database.
- Ability to function with minimal supervision.
- Ability to accurately track information and services in ServicePoint.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Social Work or related field
- A minimum of two years of work experience in social services program providing case management services.
- One year experience working with people who are low income or homeless and/or Veterans.
Note: A combination of relevant education and professional experience may be considered in lieu of degree.
- First Aid/CPR certification, or ability to obtain.
- Level 1 fingerprint clearance card or the ability to obtain.
- Must have reliable transportation with current registration, a valid driver's license, a clean driving record, current registration, and proof of insurance coverage to attend off site meetings and travel between buildings.

PREFERRED QUALIFICATIONS

- Bilingual (English/Spanish)
- Military veteran or veteran family member.
- Experience conducting home visits.
- Experience working in a program providing rent assistance.
- One year experience and demonstrated proficiency with web-based database program(s).

PHYSICAL ENVIRONMENT/CONDITIONS

- Office environment with moderate office noise levels.
- Ability to meet with clients in office setting and facilitate deskwork processes on full workday basis.
- Visual acuity and hand dexterity to discern information, complete records and reports, and data enter information into computer systems.
- Ability to travel to other locations as needed for home visits, meetings, events, etc.
- Ability to lift 25 pounds.

(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, age, pregnancy, mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic 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.