

**Community Action Agency of Delaware County, Inc.**  
**Position Description**

**Position Title:**  
Veteran Peer  
Specialist

**Immediate Supervisor:**  
Veteran Program Manager

**Salary Range:**  
\$13.00 - \$15.00/hour

*Full-time, exempt position, eligible for benefits immediately.*

**Position Summary:**

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This position will provide direct street homeless outreach, engagement, location, identification, and screening of homeless Veteran households who may be eligible for the Supportive Services for Veteran Families (SSVF) program. This position is also responsible to provide Veteran to Veteran peer support based on assessed need, housing stability plans, and/or Veteran requests to access and navigate Veteran resources in the community.

**Primary Duties and Responsibilities:**

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1. Provide direct homeless Veteran outreach and engagement per coordinated outreach plans, utilize effective engagement strategies to build rapport with the target population, and identify potential eligible Veterans and conduct pre-screening interviews.
2. Participate in weekly SSVF disposition meetings and submit outreach logs monthly.
3. Provide information about SSVF services to community partners, referral sources, and potential Veteran households. Document all requests for services, referrals, and inquiries.
4. Follow established protocols to collect information pertaining to Veteran status and immediate housing needs. Submit documentation to SSVF staff for coordinated assessment and intake screening.
5. Make contact and establish connections with homeless Veterans through in-reach at community providers and emergency assistance/shelter sites.
6. Provide SSVF program information to partner organizations, Veteran Affairs Medical Clinics (VAMC), Veteran Service Organizations (VSO), and other community outreach venues. Establish contacts and maintain professional working relationships with this Veteran-based resources.
7. Participate in Continuum of Care (CoC) coordinated homeless outreach events both in person and virtually.
8. Provide assistance to Veterans to obtain VA benefits and services. Document all referrals and assistance in the case file in Homeless Management Information System (HMIS). Keep documentation complete, accurate, up to date, and in compliance with program standards.
9. Establish a Vet to Vet support connection through coaching and mentoring based on the assessment, service plan, and needs identified by the Housing Stability Counselors. Provide Veteran perspective when assisting Veterans in overcoming challenges and barriers.
10. Attend agency and community meetings for the SSVF program. Support the Community Action Agency's mission and purpose when networking. Project a positive, helpful, professional and patient demeanor while representing the agency.

11. Ensure participant confidentiality in accordance with established procedures and regulations.
12. Attend in-service and outside training as required.
13. Assist in the identification of new, safe, and affordable housing units.
14. Provide support and assistance to SSVF staff as needed.
15. Other duties as assigned.

### **Position Objectives:**

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1. Provide excellent supportive services to Veterans.
2. Develop and utilize a broad network of resources to best service Veterans and their families.
3. Display a professional role model for Veterans and the agency.
4. Divert Veterans and their families from literal homelessness.
5. Assist in the rapid exit from homelessness for literally homeless Veterans and their families.

### **Qualifications:**

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This position requires a minimum of a high school diploma, Bachelor's Degree in the Human Services field or a combination of a Bachelor's degree with evidence of a Military Leadership Position is preferred. Prior military service with an honorable discharge status and knowledge of Veterans benefits and resources is required. Experience in recruiting, reintegration, chaplaincy, mental health, working with the homeless and and/or with Veterans from a trauma-focused and strength-based approach is preferred.

The person in this position must demonstrate outstanding organizational skills, and the ability to manage multiple priorities and concerns. This position requires an individual with knowledge of the Delaware County Social Service infrastructure and the ability to maintain effective working relationships with those service providers. Individual must be computer literate including familiarity with Microsoft Office, and willing and able to learn the CoC HMIS database. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

In addition, this position requires a licensed and insured driver with his/her own vehicle.

### **Physical Demands:**

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The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties described herein, the employee is regularly required to talk, hear, stand, walk, maneuver stairs, sit, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision capabilities required by this position include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Location/Environment:**

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Most of the work for this position takes place at:  
1414 Meetinghouse Rd.  
Boothwyn, PA 19061

This position involves frequent travel to other worksites and client residences, all within Delaware County.

While performing the duties of this position, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is generally moderate.

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.*

*I certify that I have read this position description and understand my duties and responsibilities as stated herein. I further understand that this job description does not in any way constitute a contract for continued employment. Community Action Agency of Delaware County, Inc. maintains an at-will policy of employment, which means that employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either the employer or the employee.*

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Employee Signature

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Date

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Supervisor Signature

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Date

To apply for this position, send a resume with cover letter to:

Human Resources  
Community Action Agency of Delaware County, Inc.  
1414 Meetinghouse Road  
Boothwyn, PA 19061

Fax #: 610-874-8452

E-mail: [rmitchell@caadc.org](mailto:rmitchell@caadc.org)

Updated 9/2020 jad, ek