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Job Title: Veteran Advocate

Job Objective: Empower Veterans in achieving Economic Success, Housing Stability, and Emotional Health & Well-being. Ensure that Veterans and their families have barrier-free access to the resources and opportunities they need to complete the transition to civilian life.

Reports to: Veteran Advocate Manager

Responsibilities:

Veteran Advocates are a key component of the overall agency team responsible for engaging with Veterans, servicemembers, and military families. This is achieved through community linkages with resources on a local, regional, and national level.

The Veteran Advocate is responsible for maintaining a Veterans First mindset, maintaining accurate records and data integrity through a Salesforce-hosted database system, delivering quality and timely service, and continuously ensuring a high level of knowledge regarding potential resources. Specific responsibilities include, but are not limited to:

- Collaborate with peers and community partners to ensure seamless service to Veterans, servicemembers, and military families.
- Maintain extensive awareness and knowledge of resources available for Veterans, servicemembers, and military families as well as general community resources such as TANF, SNAP, etc.
- Perform participant needs assessments, including eligibility for community services.
- Creation of individual, integrated care plans.
- Developing client-guided, actionable, timely, and reasonable goals intended to address the participant's obstacles to obtaining services.
- Conduct quality control to ensure quality service and data integrity.
- Continuously monitor personal workload and quality of notes.
- All other duties as assigned.

Qualifications/Knowledge/Skills:

- Enthusiastic about agency's mission.
- Extensive Military/Veteran cultural competency.
- Ability to work with diverse populations.
- Experience in dealing with resources in the community.
- Extensive experience utilizing Microsoft Office.
- Salesforce or other database system familiarity a plus.
- Excellent communication (written and verbal), interpersonal, and organizational skills.
- The ability to multitask and prioritize workload in a fast paced environment is absolutely vital to this position.
- Complete mandatory background check and training.

Please include a resume and cover letter for consideration!