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## Outreach Specialist – Ukraine Social Services Program

**Employment Type**  
Full-time

### Description

Under the direction of the Ukraine Services Program Manager, the Outreach Specialist will serve as the initial point of contact for the recruitment of Ukrainian Humanitarian Parolees. The incumbent will identify eligible Ukrainian humanitarian parolee clients through outreach to sponsors and Ukrainian families, and screen them for program eligibility. The Outreach Specialist will also engage in outreach to community partners and organizations for service delivery in geographic areas where Ukrainian Humanitarian Parolees reside. The Outreach Specialist will be available to work both remotely and in the New American Pathways office. The position will involve frequent in-person work in the field. The position requires a driving license, access to reliable transportation, and the ability to work occasional early morning and evening hours. The position is contingent on grant funding.

### Responsibilities

- Identify and recruit eligible Ukrainian humanitarian parolees from internal and external partners
- Provide community outreach to establish relationships with faith communities and host families providing core services for Ukrainian clients as part of the Unite for Ukraine program
- Host outreaching events in the community both in person as well as on social media
- Produce multilingual flyers about the program, distribute in the community as well as post them on social media to recruit eligible and vulnerable Ukrainian humanitarian parolees
- Conduct thorough screening for eligible Ukrainian humanitarian parolees prior to referral for case management, assessing for urgent needs including safety and access to basic needs
- Keep track of outreach activities, outcomes, and complete required reporting for follow-up
- Demonstrate awareness and sensitivity in the delivery of client services as it relates to the cultural and socioeconomic characteristics of the populations served
- Actively practice implementation of Culturally- and Linguistically Appropriate Services, and Trauma-Informed Services
- Maintain a high level of ethical conduct regarding confidentiality, relationships, and professional stature
- Provide support for Ukrainian clients to appointments and partner agencies as needed for services (e.g. medical facilities, public benefits office, schools, courthouse, driver's license office, library, etc. as needed.)
- Conduct outreach to metro Atlanta housing providers to increase awareness of Ukrainian communities and increase housing options for the clients in need of housing.
- Assist Ukrainian parolee clients with AirBnb, Open Homes program for temporary lodging for: secure reservations, communicate with AirBnb hosts during/after the stay, inspect the units, communicate house rules with clients, and share information with direct service staff

- Provide home visits as well as site visits to assess risk services including health, home management, and schooling, as needed
- Provide language interpretation and translation across departments as needed
- Assist in preparation of monthly, quarterly, and annual reports
- Ensure proper documentation of services and activities on a daily basis
- Follows NewAP and CDC guidance for safe(r) provision of in-person services and in limited in-office work hours, remains up to date on latest requirements and recommendations
- Attend all required meetings and training
- Other duties as assigned

## Qualifications

- Proficiency in the Ukrainian language is a requirement, and Russian language skill is a plus
- Minimum of two years experience in outreach, social work, or human services field
- A personal passion to assist refugees and immigrants with their efforts to gain and maintain self-sufficiency
- Ability to handle the volume of detail involving confidential information and requiring execution of assignments without close supervision
- Ability to build rapport with diverse communities
- Flexibility and ability to problem-solving
- Ability to work in a team to achieve goals
- Ability to effectively work remotely and utilize technology including Zoom and MS Teams
- Availability for the evening, weekend, and early-morning appointments as needed
- Driver's license, good driving record, and access to a reliable personal vehicle required. This position involves frequent use of agency and personal vehicles to transport clients/fieldwork

## Job Benefits

This is a full-time, salaried position with an annual salary range of \$38,500 – \$44,500. Employer contributes to medical, dental, and vision insurance. The employer pays for life and disability insurance. Fourteen (14) paid holidays and a generous paid time off policy. The employee has the option to contribute to 401(k). This position is contingent on grant funding.