ROCHESTER, NEW YORK SINCE 1973
VETERANS OUTREACH CENTER Inc.
★ Serving Those Who Serve U.S. ★

JOB POSTING

JOB TITLE: Suicide Prevention Engagement Specialist 11.2026
REPORTS TO: Senior Director of Programs
STATUS: Full Time; Non-Exempt
PAY RATE: $25/hour-$28/hour, DOE

PRIMARY FUNCTIONS:

- Identify and engage veterans experiencing behavioral health challenges, suicide risk, social isolation, or barriers to care, particularly those not receiving VA health care.
- Meet with veterans onsite at Veterans Outreach Center and throughout Monroe, Wayne, Ontario, Livingston, Orleans, and Genesee counties.
- Conduct veteran-focused assessments to identify suicide risk factors, behavioral health concerns, immediate needs, and barriers to services.
- Verify program eligibility, administer required screening tools (PHQ-9, ISEL-12, SES, WEMWBS, and C-SSRS), and facilitate enrollment into VOC's SP2 Veteran Suicide Prevention Program.
- Develop individualized service plans with participants, identifying goals, resources, referrals, and appropriate interventions.
- Provide ongoing nonclinical case management, proactive Buddy Check contacts, and follow-up based on participant needs and assessed risk.
- Coordinate referrals and warm handoffs to VA health care, community mental health providers, crisis services, and other appropriate resources.
- Provide suicide prevention and lethal means safety education, including distribution of approved safe-storage supplies.
- Assist participants in addressing barriers to care, including transportation, housing, food insecurity, financial hardship, and navigating available services.
- Establish and maintain relationships with veteran-serving organizations, community providers, and referral partners to identify and engage veterans who may benefit from suicide prevention services.
- Participate in community events, veteran gatherings, resource fairs, and educational activities to increase awareness of VOC's behavioral health and suicide prevention services.
- Collaborate with VA Suicide Prevention Coordinators, VA facilities, and the Veteran Suicide Prevention Coalition of the Finger Lakes to strengthen referral pathways and access to care.
- Work with VOC departments to identify veterans who may benefit from additional behavioral health screening and suicide prevention services.
- Identify community service gaps and barriers to access and communicate recommendations to the Behavioral Health Manager.
- Support VOC's suicide prevention education and awareness initiatives, including Suicide Prevention Week.
- Maintain accurate, timely, and confidential participant records in Apricot and the VA-required Data Collection Tool, including eligibility, assessments, service plans, contacts, referrals, and outcomes.
- Complete required baseline and follow-up screenings in accordance with VA requirements and program procedures.
- Monitor participant engagement, progress toward individualized goals, and referral follow-through, adjusting service plans and contact frequency as appropriate.
- Collect and maintain program performance data, participant satisfaction information, and outcomes required for grant reporting.
- Ensure compliance with grant requirements, confidentiality standards, organizational policies, and documentation procedures.

- Participate in case reviews, program meetings, required training, and quality improvement activities.
- Recognize and respond to behavioral health crises, suicidal ideation, and escalating risk in accordance with established crisis intervention, safety planning, and escalation protocols.
- Coordinate with the Behavioral Health Manager, emergency services, VA crisis resources, and community providers when additional intervention is necessary.
- Maintain knowledge of suicide prevention practices, trauma-informed care, veteran-specific behavioral health concerns, and available community resources.
- Demonstrate commitment to the principals of the Sanctuary Model, which is used as a blueprint for clinical and organization change and promotes safety and recovery from adversity through the active creation of a trauma-informed community.
- Complete required suicide prevention and crisis intervention training, including ASIST, VA SAVE, and other training identified by VOC.
- Demonstrate trauma-informed, person-centered practices while maintaining professional boundaries, confidentiality, and ethical standards.
- Support VOC's mission, collaborate with colleagues and community partners, and perform other related duties as assigned.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in Social Work, Psychology, Human Services, Counseling, or a related field required; master's degree preferred.
- Experience in behavioral health, suicide prevention, crisis intervention, case management, or community-based human services preferred.
- Knowledge of military culture, veteran-specific behavioral health needs, suicide risk factors, and barriers to care.
- Experience conducting assessments, developing individualized service plans, coordinating referrals, and maintaining case documentation.
- Knowledge of suicide prevention screening and crisis response, or willingness to complete required training.
- Excellent interpersonal, verbal, and written communication skills, with the ability to establish trusting relationships using a nonjudgmental, trauma-informed approach.
- Ability to work independently in community settings, manage participant caseloads, and collaborate effectively with colleagues and community partners.
- Proficiency in Microsoft Office and electronic case management systems; Apricot experience preferred.
- Flexibility to work occasional evenings or weekends to meet program needs.
- Valid New York State driver's license and ability to travel throughout VOC's six-county service area.
- Ability to adapt to a flexible work schedule; available for on-call duty as requested.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.