

## **POSITION DESCRIPTION**

Position: Case Manager/Veterans Support Center Services      Status: Non-exempt  
Program: SSVF Program      Date Revised: 10/2016  
Reports to: Program Director

## **POSITION SUMMARY:**

This position is responsible for the development of a case management plan to assist SSVF participants in developing the skills necessary to stabilize in permanent housing. In addition, Veteran Service Center support is included and outlined below.

## **CASE MANAGER - OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide records and services in compliance with SSVF policies, regulatory and funding source requirements.
  - 2. Maintain positive relationships with program clients, Volunteers of America staff, the Veterans Administration and all community service agencies.
  - 3. Create and maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient, outcomes of all referrals to outside agencies and documentation of participants progress and assistance in removing obstacles to set goals.
  - 4. Assist SSVF and Veteran Service Center Support Team by identifying housing/employment barriers for veteran/families.
  - 5. Provide veteran specific resource information and referral, assist with appropriate case planning specific to any participant who has a physical or mental impairment.
  - 6. Perform other reasonably related duties as assigned by the Program Director.
  
- B. Responsible for assistance with client development.
  - 1. Liaison between clients and community service agencies to meet client needs.
  - 2. Maintain a list of all available community services and providers.
  - 3. Assure a safe, non-judgmental environment for the clients.
  - 4. Maintain positive, professional, relationships with clients and staff.
  - 5. Participate in agency and outside training sessions.
  
- C. Record keeping and communication.
  - 1. Maintain files on each participant which will include all SSVF eligibility information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
  - 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  - 3. Maintain daily, clear and thorough communication with the Program Director on all areas of responsibility listed in this job description.

- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
  2. Secure approval for exceptions to standard policy.
  3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  5. Perform reasonably related duties as assigned by the Director.
- E. Responsible for self-development.
1. Continually learn enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

### **VETERAN SERVICES CENTER SUPPORT - OBJECTIVE/ACTIVITIES**

1. Responsible for identifying incoming veterans, answering and directing calls, e-mails
2. Monitor daily sign-in logs, verify veteran status and create a VSC ID cards.
3. Maintain resource table, keep job announcement book current.
4. Assist veterans with job search, resume writing and other computer tasks
5. Maintain equipment inventory.
6. Weekly update of outreach calendar in-house and transfer of events to Development Office for web calendar.
7. Perform reasonable related duties as assigned by Job Developer.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field or (3) years experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license and clean driving record is required.

### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills

### **PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Director. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Assigned volunteers

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Case Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Director.

**NUMBER OF EMPLOYEES**

0

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_