



## **POSITION DESCRIPTION**

Position: SSVF Case Manager Status: Non-exempt  
Program: Supportive Services for Veteran Families (SSVF) Date revised: 03/27/17  
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.

## **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 participant's progress and assistance in removing obstacles to set goals.
  - 4. Complete a needs assessment with each applicant to assess housing barriers and means to mitigate the barriers. Assist with debt consolidation and money management, in securing disability entitlement as needed and provide assistance in securing all viable income sources.
  - 5. Provide crisis management as needed and mediate conflicts with landlords.
  - 6. Complete SSVF recertification paperwork quarterly or when participant status changes.
  - 7. Complete all discharge paperwork in a timely fashion.
  - 8. Develop Housing Stabilization Plan that meets the client's goals and assist in fulfilling the plan.
  - 9. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  - 10. Assist client in accessing and finding housing
  - 11. Participate in Volunteers of America and outside training sessions.
  - 12. 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.
  6. Perform reasonably related duties as assigned by the Director.
- E. Responsible for assistance with training and development.
1. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  2. Serve as part of the program development team by providing information and support for the development of quality operations.
  3. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- F. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

### **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. Active or previous military service preferred. 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 is required to operate any Volunteers of America vehicle.

### **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 10 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.

**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**

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**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.

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