

## **POSITION DESCRIPTION**

Position Title: Case Manager FLSA Status: Non-exempt  
Reports To: Program Manager Date Revised: 7/2021  
Program: Grant and Per Diem Program (GPD)

### **POSITION SUMMARY:**

Under general supervision, this position is responsible for interacting with homeless veterans to provide services that promote client empowerment, self-advocacy, and self-sufficiency. This position is responsible for the development of a case management individual service plan to assist participants in developing the skills necessary to stabilize in permanent housing and employment. The Case Manager will identify resources, provide mainstream assistance, and coach life skills, managing a household, budgeting, and appointment keeping while evaluating client needs and progress continually.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  1. Maintain positive relationships with program clients, Volunteers of America staff, the Veterans Administration, and all community service agencies.
  2. Create and maintain case management files 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.
  3. Complete an individual service plan with each client to assess barriers and means to mitigate the barriers.
  4. 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.
  6. Complete recertification paperwork quarterly or when participant status changes.
  7. Complete all discharge paperwork in a timely fashion.
  8. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  9. Assist client in accessing and finding housing by working closely with the Housing Specialist.
  10. Assist client in accessing and finding employment by working closely with the Employment Specialist.
  11. Perform other related duties as assigned by the Program Manager.
- 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.

C. Record keeping and communication.

1. Maintain files on each participant, which will include all 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 clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

Preference given to veterans. Bachelor's degree or a minimum of three (3) years relevant experience in social services or related field. Have extensive knowledge of community contacts to recruit/engage veterans. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to military veterans, homelessness, minorities, and persons with disabilities. Specific knowledge and experience with military culture and housing first approach is preferable. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility and the willingness to function as a team member as well as work independently. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary, and T.B. testing annually. A valid California driver's license and ability to meet insurance carrier's guidelines. Must be able to use a personal vehicle with mileage reimbursement.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate people  
Organizational skills  
Analytical and decision-making ability  
Statistical and mathematical skills  
Strong computer skills  
Teamwork skills

**PHYSICAL REQUIREMENTS:**

Lift and move up to 50 pounds  
Stand, walk, bend, stoop, and sit frequently  
Climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are often performed independently with accessible guidance and direction from the Program Manager. Must be able to function both independently and in a team environment working towards the attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise. However, it may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires contact with county/state/city, SSVF, EDD, DOL, business entities, and all levels of staff. The Case Manager is responsible for promoting the company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

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

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

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Employee signature: \_\_\_\_\_ Date signed: \_\_\_\_\_