

POSITION DESCRIPTION

Title: Veteran Services Case Manager II	Date Prepared/Reviewed: 3/15, 8/17, 8/20
Reports to: Self Sufficiency Coordinator	Supervises: N/A
Purpose of your Position: Deliver all aspects, including reporting, for the day to day operations of the Supportive Services for Veteran Families Program and assist the SSP.	Status: Exempt

Below are the essential duties of this position. Other duties may be assigned as needed.

ESSENTIAL DUTIES:

1. Provides short/long term case management services to Veterans. Supports client's right to choose goals and strategies leading to self-sufficiency.
2. Use a range of engagement and change motivation techniques with persons in evaluating current life situation. Explores and determines options with the client to help them improve their current life situation, based on knowledge and analysis of alternative methods and resources.
3. Create person-centered case plans with tangible goals related to housing stability, timelines, and explicit accountabilities.
4. Manage grant budgets effectively.
5. Coordinates services with outside agencies and programs within agency. Serves as liaison between client and other agencies regarding services, appeals, grievances, etc.
6. Ensures communication of programming through positive relationships with community service providers and programs, i.e., networking.
7. Maintains client files. Responsible for client information and confidentiality consistent with professional practice and legal requirements.
8. Collects data and other program information and writes monthly, quarterly, and requested reports.
9. Responsible for ensuring intakes and other records are complete. Including but not limited to all program requirement for the SSVF program and SENDCAA's client tracking system.
10. Ensures compliance with various program guidelines, including implementing appropriate program activities and effectively managing a grant budget.
11. Continual travel to other agencies and clients' homes.
12. Keeps abreast of community resources and determines how these resources may be beneficial to clients.
13. Reports to supervisor any observations that may be a concern, particularly as defined by the SENDCAA Child Abuse/Neglect Plan and/or clients struggling with substance abuse, mental and/or emotional disorders or other issues.
14. Takes the initiative to identify problems, uses judgment to find appropriate solutions and follows through on resolving issues in a timely manner.
15. Supports team efforts, actively works to generate respect and enthusiasm, cooperates with others, and actively learns from other team members.
16. Interacts and communicates with clients/providers and staff in a professional and appropriate manner and responds to and gives

feedback in a respectful and positive manner. Positively represents the agency.

17. Reports to work on time prepared to perform the duties of the position and willing to perform the duties as workload necessitates.
18. Assist with administering and coordinating programs within the self-sufficiency department, particularly with Veteran case managers.

OTHER DUTIES:

The case manager must be able to fulfill his/her duties in accordance with the service orientation of a Housing First approach, including:

- Housing as the first essential step, without any requirements for sobriety, participation in treatment, medication protocol, compliance, or demonstrated “housing readiness”
- Reducing harm to the individual and broader community
- Remaining non-judgmental in behaviors, practices, beliefs, and actions of service participants
- Promoting and empowering meaningful choices and service access options, as well as allowing the participant to influence the type, duration, frequency, and intensity of supports
- Supporting greater independence over time
- Professional relationship without dependency that supports “doing with” instead of “doing for”
- Expressing empathy and positivity
- Remaining future oriented, not anchored to past events, with a strong sense of promoting hope and possibility in a realistic manner

Other Duties Include:

1. Participates in establishing program goals and procedures.
2. Participates in presentations and other public relations efforts.
3. Other travel as needed.
4. Attends meetings and training sessions as needed.
5. Performs other duties as assigned or requested.

Education/Training Required:

- Bachelor’s Degree in Counseling, Social Work, Sociology or Psychology or related Human Service Field.

Minimum Experience and Skills Required: To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- 1 to 2 years of experience in Human Services setting providing counseling/social work services.
- Experience working with homeless population or Veteran services.
- Skill in relating to and interacting with clients and staff; working with groups.
- Skill in applying policies and procedures.
- Knowledge of general self sufficiency theories and principles and ability to apply this knowledge to job duties.
- Ability to create goals and action plans and present verbally and in writing.
- Knowledge of modern office practices and protocol.
- Knowledge of and ability to use a variety of computer software such as Word, Publisher, Excel, and database software.
- Ability to read, analyze, and interpret professional manuals/journals, government documents, reports, correspondence and memoranda.

	<ul style="list-style-type: none"> • Ability to provide reports and correspondence. • Basic math understanding and ability. • Ability to communicate effectively, verbally and in writing, with clients and staff and other agency personnel. • Ability to interact with others in a professional and appropriate manner. • Ability to work effectively with a diverse group of individuals, including clients and co-workers, and to maintain effective working relationships with SENDCAA clients and staff. • Ability to maintain confidentiality. • Ability to perform work with independence under general direction of supervisor. • Capable of reporting to work on time prepared to perform duties of the position and willingness to perform duties as workload necessitates. • Ability to carry out the duties of this position while helping to fulfill SENDCAA's mission and while adhering to policies, procedures, and regulations.
<p>Education/Training Preferred:</p> <ul style="list-style-type: none"> • Master's Degree in Counseling, Social Work, Sociology, Psychology or related Human Services field. 	<p>Experience and Skills Preferred:</p> <ul style="list-style-type: none"> • 2-4 years of experience in Human Services setting providing counseling/social work services to a homeless population or Veteran services.
<p>The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment.</p> <p>Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit (approximately 50% of the workday), bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to balance, kneel, push, pull, lift, twist, stoop, or crouch. The employee is required to lift or exert up to 10 pounds of force occasionally. Occasionally, the employee is required to lift or exert force of up to up to 50 pounds.</p>	
<p>The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.</p> <p>I have read and understand the above Position Description:</p>	
<p>Employee Signature</p>	<p>Date</p>