

Job Title: Supportive Services for Veteran Families
Case Manager

FLSA: Full-Time/Non-Exempt (40 hours per week)

Shift: Monday through Friday

Department: Programs/SSVF

EEO Job Classification: Professional

Reports to: SSVF Program Manager

Last Revised: January 20, 2015

Position Summary:

The primary duty of the Supportive Services for Veteran Families (SSVF) Case Manager is to provide assessment, planning, and housing case management services to low income Veterans and their families living in the Austin/Travis County area. The SSVF Case Manager engages in rapid re-housing and homeless prevention efforts using temporary financial assistance, and works with other service providers to assist Veterans in achieving housing stability. The SSVF Case Manager is also responsible for maintaining accurate financial assistance records, service delivery records, as well as meeting evaluation and reporting requirements.

Specific Duties, Functions, and Responsibilities:

- Conduct eligibility screenings and assessments of clients to develop housing plans for homelessness prevention and rapid rehousing through team-based outreach efforts, referrals from other Front Steps departments, community partners, and coordinated assessment referrals.
- Ensure that SSVF program eligibility criteria are met and that proper supporting documentation is collected.
- Maintain a caseload of at least 18 – 25 clients as determined by the program’s needs, under the supervision of the SSVF Program Manager.
- Develop and monitor individual service plans with each client to meet basic needs and to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, and housing (with the general goal of housing stability) and will require recertification every 90 days.
- Work in collaboration with team members, SSVF Program Manager, and community partners to discuss best practices for more effective service delivery to clients.
- Provide support to clients in accessing appropriate services through communication with VA, community partners, service providers, and other relevant agencies.
- Maintain complete and accurate records (both electronic and hardcopy records) of all client contacts via client tracking systems and complete reporting requirements mandated by Front Steps, grantors, and other regulatory agencies in a timely manner.
- Manage client data by entering it into the Homeless Management Information System (HMIS). Data should be entered in a timely manner.
- Obtain needed information and complete accurate, regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation.
- Work with Housing Locators/inspectors as well as develop relationships with landlords/property managers to facilitate housing location for clients.
- Travel within the Austin and surrounding areas to conduct home visits with clients and other appointments, when needed.
- Attend agency staff meetings and other community meetings, as required.

Supportive Services for Veteran Families Case Manager – Job Description

Other General Duties, Functions, and Responsibilities:

- Transport clients on an as-needed basis to medical, housing, and other appointments
- Participate in inter-agency case management collaborations to communicate resources, share information, and problem-solve difficult client issues
- Perform other duties as assigned

Minimum Qualifications:

- Bachelor's degree in Social Work or related field; professional experience in the field or closely related field may be considered in lieu of formal education
- 2 years case management experience working with the transitionally and chronically homeless or other special needs populations. Experience working with Veterans and their families highly preferred.
- Knowledge of psychosocial theory, methods, and ethics
- Possess understanding and support of Housing First principles, as well as Harm Reduction theory and practice
- Experience using Motivational Interviewing techniques
- Ability to establish rapport, trust, and boundaries with clients
- Ability to follow detailed instructions and work independently with a minimum supervision
- Strong organizational skills, with the ability to respond to deadlines in a timely manner
- Strong computer skills, including word processing, spreadsheets, database usage, and internet
- Reliable transportation
- Valid driver's license

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work; LCSW or LMSW certification highly preferred
- 3 years case management experience working with the transitionally and chronically homeless or other special needs populations. Experience working with Veterans and their families highly preferred
- Experience in using a Homeless Management Information System (HMIS)
- Knowledge of local community resources
- Experience with landlord outreach and facilitating successful tenant/landlord interactions