

## Job Description

**Job Title:** SSVF Case Manager Supervisor  
**Department:** Special Populations  
**Reports To:** Assistant Director of Special Populations – West Campus  
**FLSA Status:** Exempt  
**Prepared by:** Director of Special Populations  
**Prepared date:** August 20, 2020

**Summary:** Coordinates activities and functions of SSVF Case Managers, including case workers, by performing the following duties and personally utilizing all assigned staff with the support of the Council management team.

**Supervises:** SSVF Case Management/Case Worker Staff

### Duties/Responsibilities

Manage workflow and staff assignments. Develop, monitor and evaluate staff performance including quarterly and annual reviews. Provide daily supervision of specific staff and their responsibilities. Your passion to serve the veteran community will motivate your daily work life. You will ensure communication and connection with Key Community Partners. Ensure services are delivered in accordance with funder requirements as well as agency culture, mission and values. You will operate independently and exercise independent judgement in completing assignments. Proactively identify resource barriers faced by SSVF clients and implement strategies to best address issues. Implement training for SSVF team as needed. Support reporting and evaluative needs of the program by ensuring proper, accurate and timely documentation. Live out the mission and values of Recovery Resource Council.

### Provide oversight for Case Management Duties

Understand eligibility criteria to conduct screenings and intake on new client referrals. Engage each Veteran by maintaining regular contact to monitor and track progress in response to services. Ensure that case managers develop and implement individualized housing stability plans with each Veteran. Oversee the performance of housing counseling based on Veteran needs and ability to maintain permanent housing. Monitor and evaluate Veterans progress through case conference meetings with case manager. Complete all necessary documentation to ensure compliance with funding requirements and agency quality assurance standards. Advocate for Veterans within the community. Cultivate positive relationships with internal and external partners. Assist participants in retaining housing and maximize their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources. Strong time management to be able to juggle multiple priorities and tasks. Ability to maintain all records of communication and accurately enter data into multiple databases. Maintain and secure comprehensive case files. Works best in a team setting and able to communicate clearly, concisely and effectively. Able to work with and interact with Veterans from a variety of ethnic, cultural and economic backgrounds.

### Develops System to Comply with Agency Administrative Policies and Procedures

Completes agency purchase orders in a timely and correct manner. Ensures staff compliance with time, mileage and expense-based forms. Ensures Department meets all administrative procedure timelines. Works with Assistant Director and Director of Special Populations Programs on community resource development.

### Results and Measures:

Ensure that measures are met as follows: Veterans are accurately screened for intake and enrollment. Veterans receive timely call backs with constant flow of Veterans coming in for services. Excellent data quality results in multiple database platforms. Successful measures are 80% of clients housed within 90 days of enrollment; 80% of barriers removed within 90 days of enrollment.

### Represents Recovery Resource Council in Community

Participates in a meaningful way in at least two community resources/planning committees. Finds ways to partner with other agencies to expand Council impact. Attends outside meetings as regulated by Assistant Director or Director of Special Populations.

### **Ensures Compliance with Programs' Contract Requirements**

Endures program meets annual objectives. Meets all monthly/quarterly/annual reporting requirement deadlines. Ensures units comply with all grant standards. Works with quality management team to ensure compliance with Council and partners. Ensures client files maintained according to VA and Joint Commission standards as well as required by grants. Monitors program revenues and expenses & adjusts as needed. Reviews quarterly, units' performance with Director. Has strong partnering relationship with all key players.

### **General Requirements**

Supports the agency and its mission. Works well with others; functions as a team player. Demonstrates dependability through consistent daily work attendance and timeliness to meetings. Completes paperwork as required and submits in a timely basis (e.g. reports, timesheets, mileage) Responsible for keeping any agency equipment (e.g. laptop) in good working condition. Communicates effectively with others. Exercises good judgment and demonstrates resourcefulness.

### **Supervisory Responsibilities:**

Oversees responsibilities and coordinates activities of SSVF Case Management staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience:**

Bachelor's degree in Social Work or related field; Master's degree preferred. At least 2 years of relevant supervisory experience; Experience working with Veterans preferred; Experience working with people experiencing homelessness; Must have reliable transportation, a currently Texas Driver's license and evidence of auto liability insurance

### **Required Competencies**

- Ability to work one-on-one as well as with large groups
- Ability to work as part of a team
- Ability to organize and prioritize work
- Skill in formulating client recovery goals and objectives
- Strong communication skills including ability to deliver presentations to a group
- Knowledge of substance use disorders and mental health issues
- Knowledge of community resources for chemically dependent clients
- Knowledge of community resources for HIV positive clients and their family
- Knowledge of 12-step groups and how they work
- Knowledge of a variety of recovery activities and methods and how they work
- Ability to work flexible schedule including nights and weekends
- Knowledge of screening/assessment instruments
- Ability to communicate effectively, both orally and in writing
- Ability to work independently and as part of a team
- Knowledge of community resources and ability to network
- Ability to plan, organize, set objectives, time frames, and prioritize
- Reliable personal vehicle with applicable Texas insurance is required

### **Language Skills & Reasoning Ability**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Work Environment:**

Normal office work environment. Work involves sitting and standing for various lengths (may be extended period) of time and frequently driving for long distances. Involves travel, may include overnight. May require working extended hours and some evenings and weekends, as needed.

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Employee Signature Date

Employee has been assessed for the essential competencies of the position and is granted authorization to perform duties.

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Director/Supervisor Date

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Chief Executive Director Date

Name	Hire Date	Date of Last Review	Date of Next Review