

## Job Description

**Job Title:** Veteran Services Case Manager  
**Department:** Special Populations  
**Reports To:** Assistant Director of Special Populations  
**Prepared by:** Director of Special Populations  
**FLSA Status:** Non-exempt  
**Prepared Date:** January 21, 2020

Summary: End Veteran homelessness through case management services that implement the Housing First Model approach and provide financial coaching. Assist veterans who are at imminent risk of losing housing by using the HFM approach. Connect Veterans with resources to ensure they retain housing and maximize their independence and self-sufficiency. Advocate for the Veterans with community partners including landlords to obtain and retain housing. Develop working professional relationships both internal and external to ensure the referral process imposes little to no stress for the veteran.

Supervises: No positions.

## DUTIES / RESPONSIBILITIES & MEASURES

### Information and Responsibilities

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. Develop and implement individualized housing stability plans with each Veteran. Guide Veteran through process of maintaining or obtaining permanent housing. Perform housing counseling based on Veteran needs and ability to maintain permanent housing. Monitor and evaluate Veterans progress and adjust service plan and/or delivery as necessary. 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. Provide transportation for self and/or clients to off-site locations, including client residences. Initiate and complete case closure when appropriate. 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.

### Results and Measures

Veterans are rapidly rehoused. Veterans remain in permanent housing and are connected with resources to maintain housing. Maintain high quality data and files. Successful measures are 80% of clients housed within 90 days of enrollment; 80% of barriers removed within 90 days of enrollment.

### Office and Team Responsibilities

Communicate effectively, concisely and effectively while working with and interacting with Veterans from a variety of ethnic, cultural and economic backgrounds. Communicate effectively with supervisor, keeping him/her updated on any changes in program or work schedule. Turn in appropriate paperwork, i.e. timesheets, time off requests, purchase orders, etc. in a timely manner. Maintain positive attitude and communicate effectively with co-workers and other agencies. Maintain highest standards when acting as representative of Recovery Resource Council. Work well without direct supervision.

### General Requirements

Supports the agency and its mission. Works well with other; functions as a team player. Demonstrates dependability through consistent daily work attendance and timeliness to meetings. Completes paperwork (timesheets, mileage) as

required and submits in a timely basis. Responsible for keeping any agency equipment (cell phone/laptop) in good working condition. Communicates effectively with others exercises good judgment and demonstrates resourcefulness.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must have a high school degree. Bachelor's degree in related field preferred. Experience working with people experiencing homelessness preferred. Must have reliable transportation, a current Texas Driver's license and evidence of auto liability insurance.

Education and/or Experience:

Bachelor's degree in Social Work or related field; Master's degree preferred or a combination of education and experience; Three years of relevant experience; 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 community. Ability to effectively present information to public groups, and/or boards of directors. Ability to define problems, collect data, establish facts, and draw valid conclusions.

## 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 evenings and weekends.

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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