



POSITION DESCRIPTION SSVF CASE MANAGER

Function:

Provide day-to-day support and services for participating veteran households. Has relevant experience in homelessness prevention, rapid re-housing and transitional supportive services. Provide key linkages for clients beginning at their intake and assessment following through to their attainment or maintenance of permanent housing in their home community. The position will promote accessibility, outreach to targeted populations, and provide case management, advocacy and wraparound supports and services with the VA and in the community.

Qualifications:

A bachelor's degree in counseling psychology, rehabilitative counseling, or related human service field is required. A minimum of two years experience working with homeless individuals and families including veterans is preferred. Veteran or member of a veteran family is a plus.

Position Responsibilities:

- Coordinate outreach efforts for the SSVF Program including but not limited to: establish an outreach plan to target the three categories of participants as outlined in the SSVF program guidelines, develop a set schedule to visit the VA, shelters, and other places that homeless and low-income veteran families are likely to congregate, and develop communication/ updates with the VA and other key housing and community providers.
- Screen potential program participants for program eligibility using VA-approved forms and follow up with applicable agencies to verify information including veteran and income status.
- Conduct housing and comprehensive supportive services assessments for program participants and develop a comprehensive Family Services Plan.
- Provide service coordination between the program and community partners, for persons served and their families/supporters.
- Work with persons served, family members, collaborating housing agencies and professionals to revise service plans and to develop placement, stabilization and follow-up plans.

- Provide or arrange for housing support and wraparound services including connections to all eligible VA and mainstream resources to support transition to or maintenance of permanent housing.
- Travel to housing sites to support persons served, monitor progress and address any health, behavioral or life skills issues.
- Communicate effectively (under confidentiality rules) with client's service team to rapidly address and correct issues with services or supports - especially living skills, employment, education, family and socialization.
- Ensure appropriate use of and documentation of any temporary financial assistance.
- Ensure that veterans and their families receive services that support rapid re-housing; addressing assessed needs, promoting healthy decision-making, securing financial independence and promoting relationships at home in the community.
- Ensure participant category reassessments are completed according to specific SSVF requirements.
- Participate in program and professional supervision, attend required staff and Project Management Team meetings and trainings, and contribute to team-based collaborative planning.
- Complete all appropriate reporting in HMIS and other systems as required.
- Complete other duties as needed and requested.

Effect on End Result:

Veteran housing, employment, family, social support and life-skill issues are rapidly addressed and supports and services are amended or adjusted as required to ensure maintaining housing, economic stability or attainment of benefits, and socialization of veteran and family in their home community. Veterans receive appropriate transition and service plans and supports. Client file documentation is complete and timely. Statistical information is documented and reported.