

## **POSITION DESCRIPTION**

Position: Case Manager Status: Non-exempt  
Program: Supportive Services for Veteran Families (SSVF) Date revised: 07/2020  
Reports to: Case Manager Supervisor

### **POSITION SUMMARY:**

Under general supervision, this position is responsible for the development of a case management plan to assist SSVF participants in developing the skills necessary to stabilize in permanent housing.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide records and services in compliance with SSVF policies, regulatory and funding source requirements.
  - 2. Maintain positive relationships with program clients, Volunteers of America staff, the Veterans Administration and all community service agencies.
  - 3. Create and maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient, outcomes of all referrals to outside agencies and documentation of participant's progress and assistance in removing obstacles to set goals.
  - 4. Complete a needs assessment with each applicant to assess housing barriers and means to mitigate the barriers. Assist with debt consolidation and money management, in securing disability entitlement as needed and provide assistance in securing all viable income sources.
  - 5. Provide crisis management as needed and mediate conflicts with landlords.
  - 6. Complete SSVF recertification paperwork quarterly or when participant status changes.
  - 7. Complete all discharge paperwork in a timely fashion.
  - 8. Develop Housing Stabilization Plan that meets the client's goals and assist in fulfilling the plan.
  - 9. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  - 10. Assist client in accessing and finding housing
  - 11. Participate in Volunteers of America and outside training sessions.
  - 12. Perform other reasonably related duties as assigned by the Case Manager Supervisor.
  
- B. Responsible for assistance with client development.
  - 1. Liaison between clients and community service agencies to meet client needs.
  - 2. Maintain a list of all available community services and providers.
  - 3. Assure a safe, non-judgmental environment for the clients.
  - 4. Maintain positive, professional, relationships with clients and staff.
  - 5. Participate in agency and outside training sessions.
  
- C. Record keeping and communication.
  - 1. Maintain files on each participant which will include all SSVF eligibility information, short and long term plans to maintain and improve self-sufficiency. Document progress and

- assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  3. Maintain daily, clear and thorough communication with the Case Manager Supervisor on all areas of responsibility listed in this job description.
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
  2. Secure approval for exceptions to standard policy.
  3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  6. Perform reasonably related duties as assigned by the Case Manager Supervisor.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

#### **EDUCATION AND EXPERIENCE:**

A Bachelor's Degree in Social Work or a related field is preferred. Three years of experience working with the homeless population or experience working in alcohol/drug recovery programs is highly preferred. Active or previous military service highly is preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license and ability to meet organizations insurance carrier guidelines are required.

#### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills

#### **PHYSICAL REQUIREMENTS:**

Lift and move up to 20 pounds  
Stand, walk and sit frequently  
Able to climb stairs  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Case Manager Supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Case Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Case Manager Supervisor.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Case Manager job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_