



Hancock Resource Center Case Manager Position Description Supportive Services for Veteran Families

Employee Name: _____

Program(s): Supportive Services for Veteran Families

Reports to: Veterans' Services Program Manager

Classification: Full-time non-exempt, 36 hours per week.

Education/Experience:

Bachelors' Degree preferred in Social Work Counseling, Nursing, Education or other related field. Experience in case management, working with homeless and at-risk populations may substitute for degree preference. Veteran preferred.

Physical/Mental Requirements

Must be able to sit, work at a computer for 75% of workday or more. Requires personal vehicle and ability to transport clients. Must be able to see, hear, and speak to communicate with clients with reasonable accommodations. May require rare lifting/moving of items up to 25 pounds. Must be able to handle working in fast-paced high stress environment with people from diverse backgrounds.

Employee/Team Member Responsibilities

1. Positive attitude- employee shows positive attitude in work and work relationships. Performs duties not specifically outlined in Position Description with a positive attitude.
2. Attendance/timeliness- employee does not call in frequently, is not frequently late, adheres to lunch/break policy, does not leave early. Does not routinely handle personal business during work hours.
3. Team mentality- employee does not engage in gossip or other behavior that disrupts the harmony of the work environment. Works well with co-workers and constructively handles conflict.
4. Communication to co-workers and management- employee communicates using the appropriate methods, follows the Chain of Command, uses appropriate language, and is timely.
5. Adherence to policies, both formal and informal- employee follows HRC policies including formal written organizational policies, program policies, and informal day-to-day policies.
6. Lifelong learning: Asks for assistance when a task is not understood, or workload requires help to complete in a timely manner. Identifies self-learning needs related to job responsibilities and makes an effort for continuing education.
7. Represents/support HRC outside of work responsibilities- employee presents a positive image of HRC in the community in actions, words, and deeds. Employee is involved in the community and volunteers to assist with HRC community involvement.



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8. Overall quality, timeliness, and productivity- the employee's overall quality of work is without frequent errors, employee meets deadlines, employee completes tasks accurately and in a timely manner.

Position Competencies

1. Assessment and Intake- Follows up on Blue Cards, completes assessment process thoroughly. Identifies and prioritizes client needs.
2. Planning and Evaluation- Uses client needs to create Housing Action Plan. Updates plans regularly, at least every 30 days.
3. Narratives and Documentation- Completes client narrative after intake, each time Action plan is updated, at closing and when relevant to client needs. Enters narrative in Client Management System. Edits narratives and documentation in timely manner.
4. Community Outreach- Conducts outreach to clients and the community to raise awareness of services, recruit/engage clients, promote HRC services.
5. Resource Coordination- researches and stays up-to-date on community resources. Refers client to available resources and assists with application process.
6. Client Communication and Follow-Up- communicates with clients regularly, not less than monthly. Returns calls/emails/texts within one business day. Maintains professional tone and language. Reviews each client status weekly and follows through on Action Plan items. Closes files in a timely manner.
7. Compliance and Reporting: Follows program guidelines for timeliness, and accuracy. Provides information to Program Manager as requested for case conferencing and program reporting. Completes tools for tracking and reporting as required.

Program Competencies

1. Complete SSVF intake packet completely- including understanding required components. Collect eligibility and income documents. Accurately calculate income and determine income eligibility. Maintain knowledge of SSVF program definitions of homelessness and other eligibility requirements. Apply that knowledge when working with applicants.
2. Screen Veterans for the Homeless Veteran Reintegration Program, Healthcare Navigator, Legal Services, Rapid Resolution, Shallow Subsidy, Grant per diem, and other supportive services during the Intake Process.
3. Maintains a working knowledge of SSVF Program Guidelines.
4. Participates in Case Conferencing, Byname List meetings, and other collaborations to ensure veteran needs are met.



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5. Maintain a knowledge of community resources specific to Veterans and homelessness. Connect clients to those resources with person-to-person communication between HRC and the resources. Follow-up to ensure client is connected.
6. Develops and maintains positive relationships with landlords, hotels, HUD-VASH, and other housing contacts to help conduct housing search and maintain housing.
7. Maintains knowledge of Housing Quality Standards and complete Habitability Inspections accurately and thoroughly. Documents in a timely manner.
8. Understands and completes Rent Reasonableness and Client Rental Assistance Agreement.
9. Complete Payment Requests completely and accurately with required supporting documentation. Submit to Program Manager on time. Enter notes in CounselorMax and HMIS with each Payment Request. Delivers or mails checks to landlords within timeframe of payment due date.
10. Training- completes annual training requirements including Fair Housing, Conflict of Interest, Code of Ethics, and Confidentiality, as well as other trainings as assigned. Connects clients with internal assistance programs and helps with implementation such as holiday assistance programs.

I have read and understand the responsibilities of this position.

Employee Signature

Date

Program Manager

President/Executive Director