



## Hancock Resource Center Case Manager Position Description

Employee Name: \_\_\_\_\_

**Program(s): Veterans' Administration Grant per Diem**

**Reports to: Veterans' Services Director**

**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**

- Positive attitude
- Attendance/timeliness
- Team mentality
- Communication to co-workers and management
- Adherence to policies, both formal and informal
- Lifelong learning
- Represents/support HRC outside of work responsibilities
- Overall quality, timeliness, and productivity

### **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 documentations in timely manner.
4. Community Outreach- Conducts outreach to clients and the community to raise awareness of services, recruit/engage clients, promote HRC services.



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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- Veterans' Administration Grant per Diem

1. Housing Counseling: assessing affordability, assisting with housing search, educating the Veteran regarding Tenant Rights and Responsibilities, work to Affirmatively Further Fair Housing through client interactions and landlord relationships. Conducts habitability inspections. Provide other counseling services as appropriate to the client's needs.
2. Develops individual plans focusing on housing first and increased income to gain self-sustainability in 6 to 12 months
3. Knowledge of Grant Per Diem program eligibility guidelines and determines Veteran eligibility for GPD and other HRC programs.
4. Submits financial assistance payment requests in a timely manner.
5. Conducts home visits and accompanies Veterans to appointments to access community services and Veteran benefits as needed.
6. Evaluates each Veteran for VA benefit eligibility and coordinates direct referral to appropriate department/personnel.
7. Works closely with Hancock Resource Center Veteran staff and VA Homeless Program Coordinator.
8. Enters client data into HMIS system in a timely manner.
9. Attends bi-weekly Veteran By-Name-List meetings.
10. Keeps Grant Per Diem Case Manager log up to date.

I have read and understand the responsibilities of this position.

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Employee Signature

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Date

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Program Manager

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President/Executive Director