Hancock Resource Center
Stable Housing • Strong Families
Better Community

Supportive Services for Veteran Families (SSVF)

Classification: Full-Time

Reports To: Program Manager

Position Overview: We are seeking an SSVF Housing Counselor to provide case management and housing stabilization for veterans and veteran families who are literally or imminently homeless. This includes housing stability plans, resource connections, and barrier resolution.

Compensation & Benefits:

- Pay starts at $18.00/hour, based on experience.
- Benefits are 100% paid by HRC, including health after 90 days, paid leave after six months, disability, life insurance, and retirement with 3% match after one year.
- Four-day work week.

Key Responsibilities

- Complete intakes, eligibility reviews, assessments, and Housing Stability Plans.
- Help veterans secure and maintain safe, affordable housing.
- Build landlord, property manager, and community partner relationships.
- Coordinate referrals for benefits, employment, healthcare, transportation, legal, and financial support.
- Support budgeting, financial literacy, independent living, and housing stability.
- Maintain timely case notes, client files, narratives, and documentation.
- Conduct home visits, follow-up, service plan updates, and VA SSVF compliance.
- Participate in meetings, training, outreach, and other assigned duties; some overnight travel may be required.

Qualifications

- Bachelor's degree preferred in Social Work, Counseling, Communications, Nursing, Education, or related field.
- Experience in case management, housing counseling, homelessness services, or human services preferred.
- Strong communication, crisis intervention, organization, problem-solving, and multitasking skills.
- Knowledge of community resources and case management systems preferred.
- Valid driver's license, insurance, and reliable transportation required.
- Must pass a background check and drug screening.