

One80 Place
JOB DESCRIPTION

Rapid Resolution Case Manager

The Rapid Resolution Case Manager will work closely with Coordinated Entry Staff, SSVF Outreach and SSVF Case Management staff in helping identify rapid resolution alternatives for Veteran's from becoming literally homeless. These rapid resolution alternatives will focus on developing a rapid rapport with Veterans facing homelessness and developing a plan of action that may include possible temporary housing or permanent housing opportunities in the Veteran's own network of family, friends or social supports. The Rapid Resolution Case Manager will carry a caseload of Veterans eligible for rapid resolution services and is part of a multi-disciplinary team.

The Rapid Resolution Case Manager position is funded in whole by the VA through One80 Place's SSVF Program. The Rapid Resolution Case Manager will dedicate 100% of their time on Veterans and their families served by the SSVF Program.

STATUS: Full-time, Regular / Exempt
Grade 3, Step 5

SPECIFIC REQUIREMENTS:

1. Requires knowledge and belief in "Housing First" philosophy and strategies.
2. Bachelor's Degree in Human Services field and a minimum of three year's related experience.
3. Excellent communication skills, particularly listening, mediation, and writing skills.
4. Possess strong organizational skills with ability to meet a demanding workload.
5. Demonstrated knowledge of community resources, social service agencies, and landlords.
6. Valid driver's license and use of reliable transportation for home inspections and visits.
7. Sensitivity to cultural and socioeconomic characteristics of population served.
8. A commitment to empowering others to solve their own problems.
9. The ability to establish and set appropriate limits.
10. Must be able to work a flexible schedule.
11. Willing to travel to throughout the 7 county LCoC service area.

SPECIFIC DUTIES:

Rapid Resolution

1. Coordinate with outreach to engage and identify homeless Veterans for rapid resolution interventions.
2. Utilize solution focused motivational interviewing and mediation skills to rapidly resolve homelessness at time of screening and assessment.
3. Conduct problem solving conversations with Veteran households to identify naturally occurring resources, existing support networks, and alternative housing options to quickly resolve Veteran homelessness.
4. Maintain rapid resolution caseload.
5. Manage SSVF master list in collaboration with the SSVF Program Manager.
6. Attend CoC and CES meetings. Ensure prioritization of homeless Veterans identified.

Housing Stability Case Planning

1. In collaboration with Veteran household, develop housing stability plan addressing crisis housing needs, obtaining and maintaining permanent housing, participant goals, actions steps, case manager interventions, and referrals.
2. Update progress, goals, actions, and interventions as needed.

Strength-Based & Housing First Case Management

1. Provide strengths-based case management and supportive services to Veterans households.
2. Conduct office and in-home visits with Veterans per the housing stability plan.
3. Document progress, linkages and referrals to permanent housing, mainstream, Veteran-serving, and community-based resources, including income supports.

Housing Counseling

1. Assist Veteran to create a budget and to identify safe, affordable housing taking into account Veteran preferences/income.
2. Assist Veterans in identifying housing options.

Teamwork and Collaboration:

1. Works in collaboration with shelter and all other One80 Place staff to facilitate a team environment.
2. Participates in team discussions regarding guest progress or lack of progress, with possible solutions to ensure best support for success.
3. Participates in One80 Place committees, such as the Health and Happiness Committee and the Guest Advisory Committee, as requested.
4. Actively participates in monthly staff and clinical team meetings and commits to group decisions.
5. Attends scheduled training programs for professional development.
6. Role models effective team behavior.
7. Demonstrates effective communication skills in building relationships with all One80 Place employees, volunteers, vendors, Board of Director's, clients and guests.
8. Reports to work on time, well-groomed, appropriately dresses and ready to serve as a positive role model to all clients.
9. Substitutes for other case management staff when the need arises.

Recordkeeping and Reporting:

1. Maintain files on each guest and document their plans and progress to obtain and maintain housing in HMIS.
2. Provide routine documentation of coordination and follow-up of all services.
3. Document all financial assistance needs, including rental and utility assistance.
4. Collects all required data necessary for funding and statistical reports.

PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:

1. Corrective vision and hearing to normal range.
2. Ability to move between service locations.
3. Ability to lift 50 pounds and to assist physically disabled clients with basic functions.
4. Possible exposure to communicable diseases, emotionally stressful working conditions, and irregular hours.

IMMEDIATE SUPERVISOR: SSVF Program Director

Staff Signature

Date

Supervisor Signature

Date