

**One80 Place
Job Description**

Veteran Housing Case Manager

The Veteran Housing Case Manager will provide short-term housing focused case management services to individuals and families previously served through the VA's Grant Per Diem Programs. Services include conducting home visits, providing and coordinating housing supportive services to promote self-sufficiency and long-term tenancy, integration into the community, and permanency in housing through referrals; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed in the field and community where enrolled Veterans reside.

The Veteran Housing Case Manager will not provide case management services to Veterans receiving services through HUD-VASH or who are receiving SSVF Rapid Re-Housing or Prevention services.

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

STATUS: Full-time, Regular / Exempt

SPECIFIC REQUIREMENTS:

1. Requires knowledge and belief in "Housing First" philosophy and strategies.
2. Bachelor Degree in Human Services preferred and five years 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 a car.
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 with persons served to help them gain skills and confidence.
10. The ability to work collaboratively with other personnel and/or service providers or professionals.
11. The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
12. Must be able to work a flexible schedule.
13. Use of reliable transportation for home inspections and visits.

DUTIES AND RESPONSIBILITIES:

Housing Case Management

1. Provides strengths-based case management to Veterans as assigned. Case management will involve screening, intake, assessment, individual service plan development, monitoring, and linkages to appropriate community resources, follow-up, advocacy, appropriate discharge, and tracking client outcomes.

2. Assist Veterans in developing and following a personal budget, provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
3. Assist Veterans in developing a strength-based/solution-focused individualized housing stability plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
4. Refer Veterans to community resources to gain support for goals and follow up to ensure referrals were completed. A referral may include providing or setting up transportation for a client to access the resource effectively. It may also mean accompanying them and/or setting up an advocate to attend a meeting with the participant. Resources may be external to the organization or internal (SOAR, PATH, Legal).
5. Track and document client progress.
6. Hold clients accountable for achieving goals and objectives as identified on their housing stability plan.
7. Conduct home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of Veterans in the community.

Prevention

1. Utilize diversion skills to help those Veterans at risk of homelessness to identify immediate alternate housing arrangements, connecting them with needed resources, and identifying strengths and personal resources.
2. Utilize all relevant resources (outside agencies, social support, budget assistance, etc.) to avoid eviction as much as possible.
3. Assist clients by advocating for benefits, housing needs to include evictions, landlord negotiations and access to community resources.
4. Develop positive working relationships with other agencies serving those at risk of homelessness.

Property Management

1. Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
2. Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
3. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.

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 CES with the Lowcountry Continuum and other partner agencies.
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 Veterans.

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. Collects all required data necessary for funding and statistical reports.

PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:

1. Requires sound mental reasoning, sound judgment, and the ability to respond calmly and effectively in a crisis situation.
2. Requires the ability to relate effectively to diverse individuals.
3. Requires corrective vision and hearing to normal range; ability to move between service locations; ability to lift 25 lbs.
4. Possible exposure to communicable diseases, emotionally stressful working conditions, and irregular hours.

IMMEDIATE SUPERVISOR: RRH/PSH Program Director

Staff Signature

Date

Supervisor Signature

Date