TITLE: Grant & Per Diem (GPD) Case Manager
PROGRAM: Homeless Family Services/SSVF
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: SSVF Program Manager
UPDATED: 09/16/2019

JOB SUMMARY: The GPD Case manager will work with Veterans and their families to coordinate and monitor successful community living through voucher systems or independent living. Specifically, this position helps connect Veterans with qualified housing, and helping them maintain that housing as they stabilize in other areas of their lives. This may include assisting them with obtaining/maximizing benefits, helping them gain independent living skills, interfacing with landlords, avoid eviction and/or address challenges, accessing public transit and services, and connecting them to services that help them maintain sobriety and improve their mental health.

QUALIFICATIONS:
Competencies: Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. Excellent interpersonal skills; compassion is a must. Demonstrate dependability, maturity and initiative. Ability to gather information and assess client situation rapidly and accurately. Flexibility to deal effectively with a variety of people, situations, problems and changes. Ability to establish and maintain professional boundaries. Ability to accept supervision and work with other staff and community social service workers cooperatively. Must be willing to become proficient in Critical Time Intervention, Motivational Interviewing and Trauma Informed Care.

Education / Experience: High School Diploma and one-year experience working with the homeless population. Knowledge of Veteran benefits and a general understanding of military culture preferred. Demonstrated knowledge of community resources, social service agencies, and landlords. A commitment to empowering others to solve their own problems.

Skills: Excellent communication skills, particularly listening, mediation, and writing skills. Possess strong organizational skills with ability to meet a demanding workload. Must have excellent time management skills; ability to write clear, accurate case management notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

RESPONSIBILITIES:

1. Conduct assessment of program participant’s current level of self-sufficiency.

2. Assist program participant with developing a housing stabilization plan, to include goals and objectives, based on needs identified in self-sufficiency assessment.

3. Thoroughly and accurately, document all meetings with program participants in their record.
4. Maintain program participant records in accordance with agency standards.

5. Connect/advocate for participants to obtain/maintain housing, specialized counseling, employment, medical and mental health services, transportation and any other needed services.

6. Meet with program participants as prescribed by program guidelines.

7. Make follow up contacts to determine participant’s status in housing placement, treatment or health related facilities.

8. Maintain current knowledge of and professional working with community resource and service providers.

9. Coordinate service provision among different providers as needed.

10. Responsible for maintaining client data and reporting to Program Manager as needed.

11. Provide crisis intervention as needed.

12. Must have valid AK driver’s license; must have own insured vehicle; flexibility to work varying hours and days of the week

13. Must be willing and able to transport clients in personal vehicle.

14. Other duties as assigned.

**Physical Requirements:** Ability to climb stairs and to lift a minimum of 20 lbs.

**Training Requirements:** Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meeting and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____________________________ Date______________

Supervisor Signature_____________________________ Date______________