

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: SSVF Case Manager
PROGRAM: Homeless Family Services
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: HFS (SSVF) Program Manager
UPDATED: 09/2020

Job Summary: Case managers will identify and engage with current and previously homeless families to assist them in obtaining and retaining permanent affordable housing. This will require establishing effective case management relationships with formerly homeless veterans and homeless veteran families, building relationships with property managers and other social service providers in coordination with the SSVF Program Manager. This position assists in connecting families to supportive services to help ensure success in permanent housing. This position will be expected to respond to crisis situations which could result in loss of permanent housing if not resolved. This position has a caseload of families seeking housing as well as families experiencing difficulty in maintaining housing.

Qualifications: The ideal candidate has experience providing case management activities to veterans and/or the homeless population and embraces a Housing First approach to helping homeless veterans individuals and families stabilize and return to permanent and traditional housing. The position requires that the case manager be an empathic and compassionate listener with solid boundaries. The case manager must have a demonstrated ability to execute administrative tasks efficiently and effectively, multi-task, work independently, coordinate community-wide activities, collaborate with partner agencies, and prioritize tasks. The position requires initiative, resourcefulness, and the ability to be self-directed and work autonomously.

Competencies:

- Ability and willingness to work as part of team and independently.
- Values diversity and provides culturally competent services.
- Knowledge and experience in providing services to Veterans.
- Good oral and written communication skills and organizational and record keeping skills.
- Experience with crises intervention and case management.
- Experience working with homeless families/individuals.
- Knowledge of family dynamics.
- Experience working with persons who have chemical dependency and mental health issues.
- Knowledge of and experience working with persons who have experienced domestic violence.
- Knowledge of housing resources in Anchorage, Landlord/Tenant Laws and Fair Housing Regulations in Alaska
- Must be able to travel independently throughout Anchorage and transport persons in their own vehicle.

Education / Experience: BA in social services or related field and/or a minimum three years' experience working with low-income individuals and families and/or persons with disabilities, with a strong focus on supportive services for Veterans. Principles of trauma informed care, stages of change, motivational interviewing, client centered case management, and housing first. Social Justice Advocacy, collaboration and partnership abilities, problem solving, communication, and customer service skills.

Skills: Continuously exchanges information through listening and talking with clients, agency staff, employers, representatives of community organizations and other individuals in the community.

Experience with HMIS Database preferred and a solid demonstrated ability to use business software such as Microsoft Office 365, Adobe Acrobat Pro and DocuSign daily.

Duties & Responsibilities:

1. Responsibilities and tasks include a wide range of outreach and case management activities working with veterans and veteran families who are at risk of losing their housing and/or who are homeless and in need of securing traditional, permanent housing.
2. Provides strengths-based case management to SSVF clients as assigned. Case management will involve screening, intake, assessment, individual service plan development, monitoring, linkage to appropriate community resources, follow-up, advocacy, appropriate discharge, and tracking client outcomes.
3. Conduct home visits to support client in housing stabilization.
4. Maintains precise and accurate documentation of case management services, including client files and entries into the program database.
5. Adhere to the policies and procedures outlined in the SSVF Program Manual.
6. Work with supervisor in preparing all required reporting and reimbursement claims.
7. Assists participants with completing lease agreements and obtaining other supportive documents such as identification, social security cards and so forth as required by leasing agents/property.
8. Maintains up-to-date information regarding client housing including occupancy, move-outs, and vacancies.
9. Assists clients in accessing and maintaining entitlements and benefits.
10. Assists clients in achieving goals relating to SSVF grant compliance; focuses on meeting the specific needs of each individual or family through joint development and implementation of ISPs (Individual Service Plan).
11. Participates in Coordinated Case Management with Homeless Alliance co-located partner agencies.
12. Facilitates groups and activities for SSVF program participants as needed.
13. Facilitates and coordinates supportive activities with community partners, including employment assistance programs, job readiness training, financial education, and parenting skills.
14. Following Evidence Based Life Skills curriculum, instructs clients on communication and self-advocacy skills to assist this population to develop and retain the life skills needed to maintain residential stability.
15. Advocates for needed services and assists clients in meeting the obligations of tenancy.
16. Transports clients as needed.
17. Establishes and maintains collaborative working relationship with community resources; attends and participates in appropriate coalition and other community resource meetings.
18. Participate in street outreach to identify homeless veterans and present the program as an alternative to homelessness.
19. Performs other related duties as required.

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_____