

BIG BEND HOMELESS COALITION

Supportive Services for Veteran Families (SSVF) SSVF Housing Case Manager

Full Time/Exempt Salary: 35,000-37,000

Position Summary: The SSVF Program is a federally-funded program designed to provide housing stabilization assistance and services to Veterans households who are homeless or at imminent risk of homelessness.

The SSVF Housing Case Manager is responsible for providing housing focused case management by facilitating and mediating solutions with the Veteran and their household. The person in this position will need to be a self-starter who is able to create solutions to help the Veteran quickly resolve their housing instability issue. As an exempt position, this employee will work a more flexible schedule including occasionally working outside of normal office hours and is expected to travel to meet Veterans in all 8 counties of the Big Bend Homeless Coalition service area.

QUALIFICATIONS:

Master's Degree in social work or other human services field, with two years significant relevant work experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide advocacy on behalf of Veteran Families
2. Educate program participants about available services and expectations of participation
3. Establish and maintain a working relationship with participants to ensure access to services by providing a safe, non-threatening and supportive environment and utilizing creative and effective engagement techniques.
4. Provide intensive case management to support SSVF housing stability, promote rapid housing placement, re-housing and self-sufficiency.
5. Coordinate and assist with housing placements for eligible Veteran households
6. Perform home visits to ensure housing stabilization and assess for additional services.
7. Provide and/or ensures the provision of all necessary community support services as identified at the needs/vulnerability assessment, with an emphasis on programs and benefits specifically designed for veterans and their families
8. Develop and maintain cooperative working relationships with the VA, and community partners
9. Coordinate supportive services as the primary point of contact between SSVF participant and community service providers

10. Ensure compliance with documentation/record keeping for agency and the program
11. Maintain and update accurate records of client progress and referrals provided
12. Ensure files contain all required documents and backup documentation for program eligibility and all services and financial assistance provided
13. Ensure timely submission of financial requests
14. Participate in weekly staff meeting and supervision

SKILLS AND COMPETENCIES REQUIRED:

1. Excellent interpersonal communication and active listening skills
2. Demonstrated ability to work with marginalized populations
3. Possess an interest in social justice and advocacy work for underserved populations
4. Ability to respond appropriately to crisis situations
5. Computer experience, including troubleshooting and problem solving, proficiency in MS Office Suite (Word, Excel, etc.) and database management skills
6. Superior organizational, time management, and communication skills
7. Must be able to comply with complex governmental regulations, policies and procedures and demonstrate thorough document compliance efforts and activities
8. Flexible work schedule including occasional evenings, weekends and holidays as needed to provide excellent customer service
9. Good writing skills and the ability to analyze data and create written reports with accuracy and brevity
10. Knowledge of community resources and ability to foster working relationships with colleagues and community agencies
11. Possess a valid Florida state driver's license with a clean driving record
12. Ability to successfully pass criminal background screening

POSITION WORK CONDITIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Regular travel within 8 county service area. Frequent travel by vehicle, and by foot as appropriate for contacting target population
2. Must be able to adjust to the environment of the target population including making visits to homeless encampments, shelters, and personal living environments when needed
3. Must be available for occasional travel outside of service area for trainings and meetings
4. May require occasional work outside of regular business hours and/or on weekends
5. Must be able to lift up to 25 pounds.

Applications will be taken through the Indeed job website only
This job posting ends 2/2/2020 @ 8:00 am.