



Off the Streets. On with Life.

TITLE	Case Manager	FLSA STATUS	Non-Exempt
LOCATION	SSVF	JOB TYPE	Regular Full Time
REPORTS TO	Assistant Director	DEPARTMENT	SSVF

ABOUT THE POSITION:

The Case Manager will be responsible for providing rapid re-housing and homelessness prevention services to low-income veteran families.

The Case Manager will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts and survey distribution, email and other electronic exchange with each veteran on his/her caseload, depending on the need for services and post-placement support.

RESPONSIBILITIES:

- Utilize Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Conduct assessments and program intakes for veteran families seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Participate in the intake and orientation process of new program participants.
- Provide direct case management services in the office and at field/home visits.
- Develop and update housing stability plans to assist veteran families to obtain or maintain permanent housing.
- Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist veterans with overcoming barriers to housing stability.
- Serve as a liaison between veteran families and community providers. Maintain a network of resources and contacts.
- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- Provide referrals, advocacy, and linkages to public and VA benefits including but not limited to healthcare, SNAP, SSI/SSDI, VA benefits, and public assistance.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess veteran family's legal needs and make referrals as needed.
- Coordinate with Employment Specialists to link veteran families to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Work collaboratively with SSVF and community housing specialists to identify veteran family's housing needs and preferences. Assist with coordinating housing search and placement.
- Assess veteran family's need for Temporary Financial Assistance and submit

- completed requests as needed.
- Complete 2010e applications for supportive housing.
- Conduct outreach and engagement to veteran families.
- Provide crisis intervention as needed.
- Provide post-placement support and follow-up contacts.
- Utilize electronic case management system. Maintain accurate and up-to-date client files.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Participate in case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Managing Program Director.

REQUIREMENTS:

- A Bachelor's Degree in Human Services or a related field.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Knowledge of NYC resources preferred.
- Candidate must possess superior organizational, written and verbal skills.
- Self-starter with the skills and energy to work with high-need veterans in the community.
- Must be computer literate.
- Strong engagement and interpersonal skills.
- Experience working with veterans/military preferred.