



CHANGING HOMELESSNESS, INC.

JOB DESCRIPTION – SSVF CASE MANAGER

Job Title:	Supportive Services for Veteran Families (SSVF) Case Manager
Job #:	5205, 5206, 5207, 5208, 5209, 5210, 5211, 5212, 5213, 5214, 5215, 5216, 5217, 5218, 5219, 5220, 5221, 5222, 5223, 5224, 5225, 5226, 5227, 5228, 5229
Department:	Veteran Services
Employee Type:	Full-time, Hourly
Exemption Status:	Non-exempt
Salary Range:	\$46,000 - \$51,000
Reports to:	SSVF Case Management Team Lead

Position Summary:

The Supportive Services for Veteran Families (SSVF) Case Manager works directly with veterans and their families to address housing crises, connect to VA and mainstream benefits, link to community resources, and help transition families to self-sufficiency. They are responsible for maintaining client records and for special projects as assigned.

Position Responsibilities:

- Assess new clients during screening, intake, and orientation
- Interact with clients, colleagues, and community partners in a professional, respectful manner
- Assess program qualification criteria of client and aid in referral to outside resources
- Assist veterans in the planning of housing attainment and sustainability including housing search, job training, education, budgeting, and money management, increase in household income, and connection to VA and Non-VA benefits
- Conduct housing habitability inspections in accordance with SSVF program guidelines and standards



- Ensure Rent Reasonableness of housing units located and/or paid for by the SSVF program in accordance with the program guidelines and standards
- Complete client household recertification for program eligibility every 90 days
- Work with the veteran to create a housing stability plan (using S.M.A.R.T. goals) and monitor household progress and accomplishments to reach identified goals
- Provide ongoing support, crisis intervention and housing stability support, and resource referrals
- Coordinate housing, benefits, medical, legal, substance abuse, and/or psychological services as, as needed
- Consult with other staff to ensure appropriate levels of case management/support
- Keep client files current in case file and database, with all documentation and case notes uploaded to HMIS within 24 hours of interaction
- Conduct home visits to support the client in housing stabilization
- Liaison with the VA outreach departments, community outreach departments, VASH department, and the VA benefits and hospital departments
- Coordinates emergency services for literally homeless clients
- Engages with the VA and community partners for effective coordination of services for Veteran households
- Participate in conferences, workshops, special projects, and staff meetings
- Other duties as assigned

Position Requirements:

- Educational background can be diverse; however, a degree in a related field or a minimum of three (3) years of relevant work experience preferred
- Experience working or volunteering in nonprofit or government settings addressing housing or other social services preferred
- Lived experience with homelessness preferred
- Veterans and/or experience working with Veterans preferred
- Must be eligible to work within the U.S. and provide supporting documentation
- Must pass a Level II background check
- Must pass a federal-level drug screen; possession of a medical marijuana card is currently not acceptable under federal law
- Must have a clean 3-year driving history



- Must provide proof of auto insurance, have a valid driver's license, and a registered vehicle without known issues or faults to complete essential job functions

Knowledge, Skills, and Abilities Required:

- Knowledgeable of substance abuse/mental health issues, interventions, and treatment planning preferred
- Some knowledge of affordable housing programs such as Section 8 housing, VASH voucher, and Shelter Plus Care programs
- Working knowledge of community resources as they relate to homelessness and veterans
- Commitment to, and demonstrated ability to data input required for recording client interaction – must be tech-savvy
- Strong interpersonal and communication skills
- Skill in organizing resources and establishing priorities
- Working knowledge of community resources
- Skilled at building trust and rapport with people from diverse backgrounds
- Ability to work alone on own initiative, often with minimum supervision, as well as part of a small team
- Knowledge of federal, state, and/or community funding sources and mechanisms
- Ability to communicate effectively, both orally and in writing
- A strong public service orientation to work well with faculty, staff, and other stakeholders
- Ability to foster a cooperative work environment
- Skilled in the use of personal computers, including knowledge of Microsoft Office, and ability to learn and correctly enter data into the Homeless Management Information System
- Ability to work with a diverse team in a fast-paced environment
- Enthusiasm and the ability to thrive in an atmosphere of constant change
- Ability to maintain the confidentiality of identifying client information

Physical Demands:



- Periods of walking, standing, or sitting in an office or field environment for service provision
- Limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds
- Ability to operate a motor vehicle

Non-traditional candidates are welcome to apply. Changing Homelessness, Inc. does not discriminate in any personnel action on the basis of race, color, religion, sex, national origin, age, disability, veteran status, pregnancy, childbirth and related medical conditions, or any other status protected by applicable law. Changing Homelessness, Inc. is an E-Verify participant.