



CHANGING HOMELESSNESS, INC.

JOB DESCRIPTION – SSVF SHALLOW SUBSIDY CASE MANAGER - SAVANNAH

Job Title:	Support Services for Veteran Families (SSVF) Shallow Subsidy Case Manager - Savannah
Job #:	5609, 5610
Department:	Veteran Services
Employee Type:	Full-time, Hourly
Exemption Status:	Non-exempt
Salary Range:	\$46,000 - \$51,000
Reports to:	SSVF Savannah Team Lead

Position Summary:

The SSVF Shallow Subsidy Case Manager - Savannah is responsible for engaging with SSVF Veterans that require lighter-touch case management in Savannah Georgia, and the Southeastern Georgia area. The position will be based out of the CHI Savannah Office. This new service will regularly engage in all efforts related to assisting a client to identify, obtain, and maintain stable housing. This includes regular home visits/wellness checks, referrals to both mainstream and Department of Veteran Affairs benefits, as well as connections to programs designed to increase income, self-sufficiency, and quality of life. As Shallow Subsidy requires less intensive case management, with a requirement of meeting with a client at least once per month, caseloads will average higher than traditional SSVF case management services.

Position Responsibilities:

- Provide crisis intervention to address the immediate needs of the very low-income, chronic, and non-chronic homeless veteran population with a caseload averaging between 35 to 50 for a period up to two years.
- Assess the individual's strengths, needs, abilities, and preferences to assist in the development of housing goals.
- Design and carry out a Housing Stability Plan for each household.
- Monitor progress bi-weekly/monthly and maintain accurate documentation of progress towards goals and services provided.
- Enforce program rules and procedures to ensure compliance with all government and contract regulations.
- Provide client access to services and community resources as needed.
- Facilitate the move to transitional and/or permanent, independent housing, when appropriate.
- Conduct home visits, when appropriate.
- Process Temporary Financial Assistance for up to 24 months for each client.
- Coordinates emergency services for literally homeless clients, including shelter and food pantry connection
- Engages with the VA and community partners for effective coordination of services for Veteran households
- 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 either calculation of Rent Reasonableness and Fair Market Rent of housing units located and/or paid for by the SSVF program in accordance with the program guidelines and standards
- Complete client household recertification every 90 days, as well as during the 2-year period
- Coordinate housing, benefits, medical, legal, substance use, and/or mental health services as, as needed
- Work consultatively with other staff to ensure appropriate levels of case management/support

- Keep client files current in the case file and database, with all documentation and case notes uploaded to HMIS within 24 hours of interaction
- Participate in conferences, workshops, special projects, and staff meetings
- Other duties as assigned

Position Requirements:

- Educational background can be diverse; however, a bachelor's 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:

- 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
- Ability to set appropriate limits, work under deadlines and multi-task
- Ability to organize, prioritize, self-motivate, and deliver results
- Strong interpersonal and communication skills
- 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
- Strong public service orientation with an 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
- Enthusiasm and the ability to thrive in an atmosphere of constant change
- Ability to maintain the confidentiality of identifying client information
- Must be able to comply with complex governmental regulations, policies, and procedures and demonstrate thorough document compliance efforts and activities

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. Candidates who are current clients or have received services within the past 90 days are not eligible for consideration. Former staff eligible for rehire must wait at least 90 days from their termination date before reapplying. 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.