

**BIG BEND HOMELESS COALITION
HOMELESS VETERANS' REINTEGRATION PROGRAM (HVRP)
CASE MANAGER POSITION DESCRIPTION**

POSTION SUMMARY: The HVRP Case Manager works in partnership with individual veterans experiencing homelessness to provide appropriate case management and support services to promote job readiness and retention. Case manager will assess needs, strengths, challenges and barriers to employment such as physical challenges and disabilities, mental health issues including PTSD and depression, chronic substance abuse, limited education and support, transportation and housing. Case manager will work with veterans to develop individual service plan to address these barriers and will provide support in becoming work ready and maintaining employment, providing assistance in obtaining food, clothing, housing healthcare, counseling, transportation and other services as needed.

QUALIFICATIONS: Minimum of a Bachelor's Degree in Social Work or other related field or proof of in-depth experience and expertise in providing services to vulnerable client populations. Preference will be given to veterans.

SKILLS REQUIRED:

- High level of professionalism and autonomy
- Ability to establish cooperative working relationships with clients, colleagues and local service providers
- Excellent customer service skills
- Excellent interpersonal skills with ability to work independently in a fast paced environment as well as the ability to manage crisis situations

RESPONSIBILITIES:

- Provide outreach and assessment for potential program participants
- Increase clients' awareness of available community and on-site services applicable to individual needs and assist them in accessing those resources in a way which encourages employment
- Provide weekly case management with clients, including but not limited to counseling, crisis intervention, referrals to other community and on-site resources, directing and supporting as needed to help client obtain and maintain employment
- Complete psychosocial assessments
- Develop and consistently review individual service plans with each client and monitor and document progress of client toward goals in a confidential manner

- Maintain all charts and records according to established standards, including the use of HMIS (homeless management information system)
- Develop partnerships and networks with community agencies that best serve the general and specific needs of homeless clients
- Participate in program evaluation and quality assurance activities
- Participate in staff meetings, in-service training and workshops as deemed appropriate by program supervisor
- All other duties as assigned

APPLICATION INSTRUCTIONS:

To apply for this position, please go to www.employflorida.com , register, search for job order number 9498469, and follow directions to apply.