



Position Title: SSVF (Support Services for Veteran Families) Case Manager

Department: Human Services Department

Exemption: Non-exempt

Supervisor: Director, Community Stabilization Services

Job Summary

As part of the SSVF team (Support Services for Veteran Families), work with all aspects of the program, including outreach, community referrals, intake and evaluation, case management, rapid housing and housing stabilization. Act as liaison to SSVF team members and Housing Advocates, collaborating organizations, vendors and other human services and government agencies. Work to ensure successful outcomes and program objectives for Veteran families who are homeless or at risk of becoming homeless. This position employs a variety of evidence based interventions including motivational interviewing, harm reduction, and trauma informed care to provide client centered services to Veterans.

Responsibilities

- Assist in identifying SSVF participants through program outreach plan, working closely with team and collaborating organizations
- Ensure participants qualify for the program, working to find all other community supportive funding for rapid housing and homelessness prevention, staying within SSVF budget
- Once participant is evaluated to meet program criteria, ensure time-sensitive SSVF funds and /or services, working closely with Program Director
- Develop short term housing plan, longer term housing retention and stabilization goals in collaboration with participants
- Provide time sensitive referrals as indicated through housing plan, to ensure rapid housing and housing retention and stabilization, i.e. VA and other financial benefits, employment, legal services, mental health / family / substance abuse counseling, medical, transportation, childcare
- Work closely with Housing Advocate on all aspects of housing placement, transitioning to housing, retention and prevention, assisting with gaps
- Present each case to the Program Director and to the team via weekly meetings, phone calls and confidential emails
- Maintain appropriate case records – files and database for reporting and track success of program design
- Perform other SSVF duties as assigned

Required Qualifications

- Bachelor's Degree in Human Services or related field
- Master's Degree preferred
- 2 to 5 years of experience in case management
- Experience with the homeless population, chronic behavioral health issues, substance use disorders, and/or outreach experience
- Veteran status a plus



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Essential Functions

- Ability to be flexible and comfortable with a multi-cultural, homeless Veteran population experiencing complex challenges.
- Ability to respond calmly and effectively in a crisis situation.
- Ability to work collaboratively with clinical teams, other Center programs and departments.
- Excellent written and oral communication skills.
- Proficiency with computers/database for reporting purposes.
- Strong personal and professional boundaries.
- Must be able to travel in the community.
- Ability to take initiative and work independently.