



**Position Title:** SSVF (Support Services for Veteran Families) Stabilization Case Manager  
**Department:** Human Services Department  
**Exemption:** Non-Exempt  
**Reports to:** SSVF Stabilization Services Program Manager

**Job Summary:**

As part of the SSVF Team (Support Services for Veteran Families), work with all aspects of the program, including outreach, community referrals, Rapid Resolution, intake and assessment, case management, rapid housing and housing stabilization. Develop relationships with landlords and property managers for permanent housing placement and retention. Liaison to all SSVF Team members, 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. Dedicated to working with all three components of the SSVF Program – Rapid Resolution, rapid housing, re-housing within 90 days of losing housing, and housing stabilization and prevention.

**Responsibilities:**

- Assist in identifying SSVF participants through program outreach plan and ensure the implement of the Rapid Resolution intervention during outreach and screening activities, working closely with the SSVF and NECHV Team and collaborating organizations.
- Ensure participants qualify for the program, working to find all other community supportive funding for Rapid Resolution, rapid housing and homelessness prevention, staying within SSVF budget.
- Once participant is screened to meet program criteria, ensure time sensitive SSVF funds and /or services, working closely with the Stabilization Services Coordinator.
- Develop and maintain relationships with landlords and property managers, advocating on behalf of SSVF participants.
- Work with participants to assess housing barriers, needs and preferences.
- Develop short term housing plan, longer term housing retention and stabilization goals in collaboration with participants. Work to develop Veteran-Centered Integrated Services Plans with other team members.
- Provide time sensitive referrals as indicated through housing plan, to ensure rapid housing and housing retention and stabilization, including connection to the VA and other financial benefits, employment, legal services, mental health / family / substance use, medical, transportation, food assistance, childcare, etc.
- Liaison to identified collaborating organizations and vendors to mitigate barriers to housing, e.g.: credit, legal, rental history.
- Identify apartment, SRO, and other appropriate housing vacancies, and travel to potential placements with participants as needed.
- Ensure rapid and smooth transitioning into the community, coordinating and securing rental assistance, furniture banks and moving assistance with NECHV and other community agencies before utilizing SSVF funds.



- Utilize and coordinate housing efforts with representatives from NECHV, VA - HUD/VASH and Shelter Plus Care, local Housing Authorities, other programs working with homeless assistance. Ensure timely completion of subsidized housing applications for all eligible Veterans.
- Assist with post-placement housing stabilization services via follow up (weekly and tapering off to monthly as needed), reporting back to team to help ensure Veterans are connected to needed community based resources to assist them in sustaining their housing.
- Engage in Case Conferencing. Review each case to the Director of Community Stabilization Services 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.
- Work closely with the Stabilization Services Coordinator to ensure timely and accurate data entry practices.
- Attend Program, Department meetings and trainings as well as meetings with collaborating agencies as required.
- Perform other SSVF duties as assigned.

**Required Qualifications:**

- Bachelor's degree in Human Services required, with 1 to 3 years of experience. Master's Degree in Human Services field preferred.
- Experience with case management, navigating community based resources, subsidized housing placements, persons experiencing or at risk for homelessness, mental illness, substance use disorders, outreach experience and veteran status a plus.
- Understanding of and commitment to Motivational Interviewing, Harm Reduction, Cultural Competency and Trauma Informed Care.
- Excellent customer service skills and the ability to communicate professionally with employees and enrollees both on the phone and in person.
- Proficiency with electronic databases and computers.
- Flexible self-starter with strong analytical skills.

**Preferred Qualifications**

- Knowledge of military culture.

**Essential Functions:**

- Must be able to travel in the greater Boston area and work in the community.
- Ability to work comfortably with a multicultural, homeless population experiencing complex challenges.
- Demonstrate positive communication with Veterans and other team members and collaborators.
- Strong organization skills.
- Strong computer, database and electronic recording keeping skills.



- Ability to maintain professional and personal boundaries.
- Ability to write clear progress notes and person centered service/care plans.
- Strong written and oral communication skills.
- Ability to work independently and collaboratively with teams, including other NECHV programs and departments.