



**Position Title:** Clinical Case Manager, Low Demand Program  
**Supervisor:** Low Demand Program Manager  
**Department:** Human Services Department  
**Exemption:** Non-Exempt  
**Schedule:** Monday – Friday: 2pm to 10pm

**Job Summary:**

The Low Demand Program is a new program funded by the US Department of Veterans Affairs Grant and Per Diem (GPD) Program and will commence on October 1<sup>st</sup>, 2020. It is a twenty bed, 24/7 low threshold program for Veterans experiencing homelessness, diagnosed with mental health and/or substance use disorders, who may not be ready to engage in behavioral health treatment.

This position will provide clinical case management and (as needed) supportive mental health and substance use disorder counseling to residents with co-occurring disorders. This position employs a variety of evidence based interventions including Motivational Interviewing, Harm Reduction, Relapse Prevention and Trauma Informed Care to provide client centered services to Veterans. This position is considered “essential staff” and may require working during holidays and/or inclement weather.

**Job Responsibilities:**

- Maintain a caseload of approximately 15 resident Veterans who may not yet be committed to full abstinence or behavioral health treatment. Ensure Veterans are swiftly and proactively connected with the services that will best meet their needs and goals.
- Provide individual supportive counseling, as indicated, utilizing evidence based interventions such as: Motivational Interviewing, Harm Reduction, Relapse Prevention and Trauma Informed Care.
- Work to maintain safety within the Low Demand Program and within the Center as needed, manage crisis situations and intervene with Veterans residents when needed and alerted. Work collaboratively with Operation Staff. Respond and follow up with event reports.
- Work in a collaborative manner with Veterans towards the goals of permanent housing placement, increasing income and benefits and improving self-determination.
- Complete biopsychosocial assessments, integrated service plans and discharge plans in conjunction with each Veteran, which best meets individual needs and program requirements.
- Work in a collaborative manner with Human Services and Operations staff to provide coordinated services.
- Ensure all data collection and documentation deadlines are adhered to.
- Provide community based referrals to meet the needs of each Veteran during discharge planning to help maintain independent living. Provide appointment accompaniment as needed.
- Facilitate a variety of rehabilitative and social skills activities – psycho-educational groups, discussion groups, games, and physical activities, as needed.
- Attend and actively participate in department, case conferencing, and review board and program meetings as required.
- Perform other duties as assigned.

**Required Qualifications:**

- Master’s level clinician: Social Worker, Mental Health Counselor, or Rehabilitation Counselor license is a plus.



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- Two years of experience with Veteran population, mental illness, and substance use disorders, and/or homelessness.
- Knowledge and commitment to evidence based models such as housing first, harm reduction, motivational interviewing, relapse prevention and trauma informed care.
- Ability to employ strong clinical judgement while setting firm boundaries.
- Experience with group facilitation.
- Strong assessment and diagnosis skills.
- Crisis intervention skills.

**Preferred Qualifications:**

- Knowledge of services and resources in the greater Boston community.
- Case Management experience.
- Ability to travel in the community.
- Knowledge of military culture.

**Essential Functions:**

- Ability to be flexible and comfortable with a multi-cultural Veteran population experiencing homelessness and complex challenges.
- Ability to work collaboratively with clinical teams, other Center programs and departments.
- Excellent written and oral communication skills.
- Ability to write clear progress notes and integrated services plans.
- Proficiency with computers/databases.
- Strong personal and professional boundaries.