



Position Title: SSVF Stabilization Services Program Manager
Department: Human Services Department
Exemption: Exempt
Position updated: July 2020
Supervisor: Director of Community Stabilization Services
Supervises: SSVF Stabilization Case Managers

Job Summary:

Supervise a team of Stabilization Case Managers in the Supportive Services for Veteran Families (SSVF) program to facilitate the provision of housing and stabilization services to Veterans transitioning from NECHV and homelessness into permanent housing. Ensure the best practice services modalities of Housing First, Harm Reduction, Motivational Interviewing and Trauma Informed Care are adhered to. Coordinate training needs for the team to ensure compliance with SSVF and agency protocols. Work to strengthen systems and ensure that sound processes and procedures are developed and implemented to ensure successful program outcomes.

Job Responsibilities:

- Supervise a team of Stabilization Case Managers, ensuring services are in accordance with innovative best practice service modalities, follow the terms and conditions of the SSVF grant and adhere to agency protocols.
- Ensure services that support rapid entry into permanent housing and stabilization services for program participants are being provided; coordinating with the NECHV Human Service Department Team, NECHV's subcontracting agencies and other providers.
- In consultation with the Director of Community Stabilization services, oversee the assignment of caseloads. Ensure that Veterans are quickly connected to their assigned Stabilization Case Manager and that program requirements are adhered to.
- Work closely with the Director of Housing and Outreach to ensure Stabilization Case Managers have adequate training on housing search and navigation processes, including navigating subsidized housing application processes.
- Meet weekly with the Director of Community Stabilization Services to review individual staff performance, caseloads and services provided to Veterans to keep the Director abreast of current issues or concerns.
- Work closely with the Director of Community Stabilization Services to implement systems to ensure that Stabilization Case Managers have the resources and tools needed to provide case management and stabilization services to individuals who have experienced homelessness, and may struggle with mental health and substance use issues and/or medical conditions, to help them retain their permanent housing placement.
- Review and audit program documentation, including service notes, Integrated Service Plans and other required SSVF documentation to ensure compliance with funding requirements and program model. Assist with site visit and audit preparation.
- Coordinate with the Director of Community Stabilization Services and the Quality Assurance Manager to maintain appropriate records and database information for reporting purposes as well as to track program outputs and outcomes.



- Intervene and/or provide guidance during crisis situations as needed.
- Provide direct stabilization case management services as needed.
- Work collaboratively with the Director of Community Stabilization Services and other management staff to ensure the integration of services and reduce programmatic duplication and silos.
- Attend Program, Department meetings, Senior Management Meeting, Boston COC Veterans Work Group, SSVF Regional meetings and trainings.
- Perform other SSVF duties as assigned.

Required Qualifications:

- BA in Human Services related field required. Master level clinician preferred.
- Three years' experience with Veteran population, mental health and substance use disorders, subsidized housing and/or homelessness.
- Understanding of and commitment to Housing First, Harm Reduction, Motivational Interviewing, and Trauma Informed Care.
- Supervisory experience preferred.
- Strong case management and housing navigation skills and understanding of community based resources and how to proficiently navigate these resources.
- Excellent customer service skills and the ability to communicate professionally.
- Proficiency with electronic databases and computers.
- Strong crisis intervention skills.
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.

Essential Functions of the Job:

- 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 and attention to detail.
- Strong computer, database and electronic recording keeping skills.
- Ability to travel in the greater Boston area and work in the community, as needed.
- 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.