



Position Title: SSVF Shallow Subsidy Case Manager
Department: Human Services Department
Exemption: Non-Exempt
Supervisor: SSVF Shallow Subsidy Coordinator
Updated: September, 2021

Job Summary

Shallow Subsidies are a new service funded through the VA's Supportive Services for Veteran Families (SSVF) program. This service aims to address the homelessness crisis for Veteran Families through increased access to affordable housing. This rapid rehousing or homelessness prevention service provides rental assistance payments to landlords on behalf of the Veteran household who are homeless or at risk of homelessness for at least two years and up to four year years. The Shallow Subsidy Case Manager, will provide Stabilization and Case Services to Veterans enrolled in the Shallow Subsidy Service.

This position employs a variety of evidence based interventions including Motivational Interviewing, Housing First, Rapid Re-housing, Harm Reduction, and Trauma Informed Care to provide client centered services to Veterans. This position will also assist with other components of the SSVF Program including rapid housing, re-housing within 90 days of losing housing, and housing stabilization and prevention as needed.

Responsibilities:

- Provide housing search, case management and stabilization services to Veterans and their families enrolled in the Shallow Subsidy Service. Work to assure that participants are connected to financial resources (e.g. employment, benefits) and other services which will help them maintain their housing and progress towards.
- Work closely with the SSVF and Human Services teams, as well as external partners to identify and screen potential SSVF participants for the Shallow Subsidy Service.
- Once participant is screened to meet program criteria, ensure time sensitive SSVF funds and /or services, working closely with the Shallow Subsidy 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 Individual Service Plan, longer term housing retention and stabilization goals in collaboration with participants.
- 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 options, and travel to potential placements with participants as needed.
- Ensure rapid and smooth transition into permanent housing, coordinating and securing rental assistance, furniture banks and moving assistance.



- Utilize and coordinate housing efforts with representatives from NECHV, VA - HUD/VASH, 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) to help ensure Veterans are connected to needed community based resources to assist them in sustaining their housing.
- Engage in Case Conferencing. Review cases with the Shallow Subsidy Coordinator on a weekly basis.
- Ensure all data collection and documentation deadlines are adhered to, maintain appropriate case records – files and database for reporting.
- 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 or related field required, with 1 to 3 years of experience.
- 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.