



**Position Title:** Community Based Case Manager (Bedford, MA)  
**Department:** Human Services  
**Exemption:** Non-Exempt  
**Supervisor:** Director, Housing and Outreach  
**Date Updated:** October, 2021

**Job Summary:**

Provide clinical case management, stabilization services and mental health and substance use disorder counseling to Veterans once they have transitioned into permanent housing from homelessness and Veterans currently experiencing homelessness with a HUD-VASH voucher in the Edith Nourse Rogers Memorial Veterans Hospital (Bedford VA) catchment area. Work collaboratively with the NECHV GPD (Grant Per Diem) Clinical Treatment and Low Demand programs and with the larger Human Services team, as well as the VA liaison, the Bedford VA, and community based GPD providers to ensure coordinated referrals. This position employs a variety of evidence based interventions including Motivational Interviewing, Housing First, Harm Reduction, Relapse Prevention and Trauma Informed Care to provide Veteran centered services to help Veterans maintain their housing.

**Responsibilities:**

- Maintain a caseload and provide home visits to up to 30 Veterans annually who reside in the community. Ensure Veterans are swiftly and proactively connected with the services and care that will best meet their needs and goals. Provide appointment accompaniment as needed.
- Work in a collaborative manner with Veterans towards the goals of securing and/or maintaining their permanent housing placement, increasing their income and benefits and improving their self-determination.
- Utilize the evidence practices of Housing First, Motivational Interviewing, Harm Reduction, Relapse Prevention and Trauma Informed Care to provide low barrier services to Veterans to help them improve their quality of life and increase their stabilization.
- Provide housing search assistance to Veterans with a HUD-VASH voucher.
- As program participants are referred, establish communication with the Veteran and their team members to ensure care coordination and rapport building.
- Work collaboratively with the VA liaison on approving referrals, coordinating services, including medical and behavioral health care, case conferencing and addressing any issues that may arise.
- Complete biopsychosocial assessments, integrated service plans and discharge plans in conjunction with each Veteran, which best meets individual needs and program requirements.
- Manage and intervene in crisis situations and coordinate emergency referrals as needed.
- Provide community based referrals to meet the needs of each Veteran during discharge planning to help maintain independent living.
- Ensure all data collection and documentation procedures are adhered to according deadlines.
- Attend and actively participate in department, case conferencing, and program meetings and



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trainings as well as meetings in the community, as required.

Perform other duties as assigned.

**Required Qualifications:**

- Master level clinician: Social Worker or Mental Health Counselor.
- Two to three years' experience working with mental illness, substance use disorders and/or homelessness.
- Case management experience.
- Crisis intervention skills.
- Experience with and commitment to Motivational Interviewing, Housing First, Harm Reduction, Trauma Informed Care and Person Centered models of service provision.
- Ability to employ strong clinical judgement while setting firm boundaries.

**Preferred Qualifications:**

- Knowledge of services and resources in the greater Boston community.
- Knowledge of military culture.

**Essential Functions:**

- Must be able to travel in the community including, but not limited to, Essex County, Middlesex County, Suffolk County and NECHV's Boston office.
- Massachusetts Driver's License required.
- Comfort conducting home visits.
- Ability to work comfortably with a multicultural population experiencing complex challenges, including homelessness and behavioral health issues.
- Strong personal and professional boundaries.
- Must be able to work independently.
- Ability to work collaboratively with clinical teams, other Center programs and departments.
- Strong written and oral communication skills.
- Proficiency with computers/database for reporting purposes.