

JOB DESCRIPTION
Supportive Services for Veteran Families(SSVF) Case Manager

Job Title: Case Manager
Department: SSVF
Reports To: Program Manager
Status: Non-Exempt
Salary Range: $52,000-$55,000, $2,000 bonus if bilingual

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive, and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily Monday through Friday, 9:00 am to 5:00 pm, with some evening, weekend, and holiday hours as need dictates. Participation in on-call phone rotation is required.

SUMMARY OF POSITION:

This position provides Homelessness Prevention and Rapid Re-Housing services through the Supportive Services for Veteran Families (SSVF) grant. These services support low-income Veteran families who are at risk of currently experiencing homelessness. The SSVF program follows a Housing First model and philosophy. The Case Manager will use best practices and a participant-centered approach to help Veteran households quickly obtain or maintain permanent housing, with a goal of achieving housing stability within 90 days. The Case Manager will work with low-income Veteran households in DC, Arlington, Alexandria, Fairfax, Montgomery, and Prince George's counties to become stably housed. As the program launches, this position will also serve as an Outreach Worker and intake specialist, connecting with Veterans to build the program's client base.

Principal Duties:

- Provide homelessness prevention and rapid re-housing services to at least 50 low-income Veteran families annually, maintaining a caseload of at least 15 families at any given time.
- Provide comprehensive in-person case management, with at least 50% of time spent in the field.
- Conduct intake and follow-up meetings, including administering assessment and triage tools to assess each households' individual needs, preferences, and strengths
- Develop, implement, and revise 90-day housing stability plan with each family, and provide case management in support of that plan
- Foster wellness and independence, demonstrating empathy and flexibility in responding to participants' needs and requests
- Assist participants in locating and maintaining permanent housing, including housing search support

- Complete housing quality inspections and rent reasonableness determinations before lease-up to ensure housing is adequate and affordable
- Assist with processing lease agreements with landlords, families, and contractors as needed
- Act as a liaison with landlords and other community stakeholders
- Provide diversion and mediation services, flexible financial assistance, rent and utility assistance, and budgeting support
- Connect participants to TANF and other public benefits, housing programs, and mental health services as needed
- Make appropriate referrals to community partners for identified service needs
- Maintain accurate paper and electronic participant files
- Enter client data and case notes and upload relevant documents in the Homeless Management Information System (HMIS)
- Close cases promptly
- Maintain a resource library for participants
- Assist with daily and weekly data reporting
- Collaborate with community, government, and VA agencies serving participants
- Participate in multidisciplinary meetings and regular supervision
- Attend professional trainings and conferences as required
- Carry out all duties in accordance with grant requirements and internal policies and procedures

Secondary Duties:

- Participate in all individual and group supervision meetings as schedule.
- Attend all program and all-staff meetings as well as Everyone Home DC events
- Participate in and attend ongoing training and professional development opportunities
- Work on special projects and committees as needed
- All other relevant duties as assigned.

QUALIFICATIONS:

POSITION SPECIFICATIONS:

Essential Training/Certifications:

- Minimum of a Bachelor's Degree in a relevant humanities, social science, or related field, or four years of relevant social service experience.
- Minimum of 1 year of relevant experience working with individuals or families experiencing homelessness or poverty.
- Experience working with Veterans is preferred
- Crisis management experience is preferred.
- Confidentiality, mandatory reporting, and participant safety training.

Essential Use of the Following Tools:

- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms, including the Homeless Management Information System (HMIS).
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive

- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner.

Skills and Knowledge:

- Is passionate about ending homelessness and approaches the work through a social justice lens.
- Familiarity and knowledge of DC, VA, and MD social service providers and public benefits programs preferred.
- Excellent written and verbal communication skills.
- Exceptional ability to multitask and excellent organizational skills. This includes attention to detail, problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Strong professional boundaries.
- Excellent case management skills with a proven track record of success.
- Ability to maintain confidentiality of highly sensitive information and demonstrated professionalism, reliability, and responsibility.

Essential Competencies and Behaviors:

- Ability to work in a team-oriented environment as well as independently with minimal supervision.
- Strong capacity to build relationships with a diverse range of clients, colleagues, and community members.
- Demonstrated respect for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of clients and colleagues.
- Commitment to continuous learning, reflecting, and growing.
- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.

Other requirements

- Ability to pass background checks, including FBI, MPD, home jurisdiction police department, and Alcohol, Drug, and TB screening as required by government contract.
- Able to handle physically demanding work, including lifting and carrying up to 25 lbs.
- A valid driver's license and ownership of an insured and reliable motor vehicle.
    - This position requires a substantial amount of driving.

Benefits Everyone Home DC's standard benefits for full-time staff include: excellent employer-paid single coverage health insurance; dental and vision insurance; 401k retirement plan with automatic 3% employer contribution from date of hire; employer-paid single coverage life insurance; short term disability; worker's compensation; family medical leave; bereavement leave; jury duty leave; Metro SmartBenefits; annual funds for professional development training; 13 paid holidays; and generous paid time off including the week between December 25th and January 2nd.

Location
This is an in-person role based at Everyone Home DC's offices at 415 2nd Street NE. You'll work on-site five days a week, splitting your time between the office, home visits, as well as meetings and visits within the community.

Everyone Home DC is an equal opportunity employer.

To Apply: Please send your resume and cover letter to jobs@everyonehomedc.org with SSVF Case Manager in the subject line.