



Job Description

SSVF Case Manager

Purpose of position in relation to CAPO Mission

The Supportive Services for Veteran Families (SSVF) is a welcome extension to services provided by CAPO. The SSVF Case Manager is vital to the success of assisting veterans and their families become a stable member of the community and will contribute to the overall success of CAPO's mission of improving the lives of people by combating the conditions of poverty.

Job Duties and Tasks

- Assess client readiness for case management services based on needs, ability to participate in the program and other historical information.
- Conduct program assessment; develop case plan with short, medium and long-term goals, and the steps to achieve the goals.
- Maintain a working understanding of the readjustment problems of veterans including: housing barriers; post-traumatic stress disorder; traumatic brain injury, alcohol and drug dependency, and other mental health issues.
- Develop case management plan with goals, responsibilities and timeframes based upon prioritized problems list. Assist client(s) in developing a savings and budget plan in preparation for eventual independent living with community partners, when appropriate.
- Work with community partners to support efforts at locating and maintain supportive permanent housing. Establish relationships with local housing agencies, property management companies and
- private landlords to ensure success in securing and maintaining housing for clients.
- Provide supervision and support to SSVF staff located in Klamath and Lake Counties to ensure that all program requirements are being met.
- Consult with SSVF Project Coordinator and/or Training and Technical Assistance Coordinator as needed.
- Provide relevant referrals to agencies and serve providers based upon the goals and objectives mutually agreed upon with the client. Advocate for clients with agencies and service providers to minimize barriers to clients receiving needed services. Follow up with referrals to ensure that clients receive and access necessary services in a timely manner.
- Coordinate services with other SSVF/non-SSVF service providers including: legal assistance, alcohol/drug and mental health provider, job skills training providers, income stabilization and support providers, and benefits providers.
- Maintain a professional relationship with clients and conduct all business related activities according to program policy and standards relevant to the case management field. Monitor client behavior regarding compliance issues and follow-ups; provides consistent limits and expectations regarding program policies and applicable laws.

- Re-evaluate client needs and Case Management Plan, at a minimum, on a quarterly basis to determine if goals are being met. Develop new strategies and/or modify previous goals as appropriate.
- Complete all logs, timesheets, reports and client documentation as required by CAPO and the Veteran's Administration. Maintain statistical information for each individual/family on a weekly basis. Enter all data into HMIS on a daily basis.
- Work with and maintain compliance with CAPO and Veteran's Affairs training requirements.
- Work with SSVF Project Coordinator to meet job responsibilities.
- Perform other duties as assigned.

Qualifications and Education Requirements

- Experience in social services-related field is strongly preferred, including case management and/or working with an at-risk/vulnerable population of clients.
- Excellent interpersonal skills and ability to positively engage with diverse populations
- Strong critical thinking and problem solving skills.
- Understanding and appreciation of the SSVF service mission and style of service delivery

Other requirements

- Protects organization's value by keeping client, employee and proprietary information confidential. A signed confidentiality agreement will be required.
- Complies with all CAPO Personnel Policies as stated in the CAPO Personnel Handbook.
- Driving may be necessary and will require a valid Driver's License and to carry auto liability insurance with a minimum of \$300,000 liability coverage.
- Must be able to carry up to 40 pounds
- Must be able to meet with SSVF clients in places that may not be meant for human habitation (e.g. campsites, possible unsafe buildings, etc.).

REPORTING RELATIONSHIPS: The SSVF Case manager reports directly to the SSVF Project Coordinator.

This job description doesn't imply an employment contracts, nor is it intended to include every duty, task or instruction for which the employee is responsible. Other tasks may be assigned, based on business needs and the SSVF Program Manager's request.

I have read the above job description and discussed the expectations with my supervisor. I agree with the description and understand the expectations and requirements. I accept the position as outlined in this document knowing that I will be evaluated in part based on my fulfillment of these expectations.

Executive Director _____ Date _____

CAPO is committed to providing access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request reasonable accommodations, contact the CAPO office at 503-316-3951.