

Community Action Partnership of Oregon Hiring Announcement



SSVF Case Manager

Job Type: Full-time (40 hours per week)

Pay Range: \$17.20 - \$19.45 per hour DOE

Job Description

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 primary purpose of this position is to provide case management, develop support services and make appropriate community referrals to address individual needs of the family. Provide intake, data collection and verification, eligibility determination, data entry, information and referral, information compilation, maintain files and other information as required. 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

- Interview applicants to determine eligibility for services. Explain program, gather and verify information given and determine eligibility for services following guidelines of programs. Assist applicants in completion of applications. Process paperwork correctly and in a timely manner.
- Assist the family to assess their needs and develop a family plan of both short-term and long-term goals and work plan to meet those needs. Evaluate each family's progress from homelessness and homeless prevention to self-sufficiency and stabilization.
- 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.
- 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 participants.
- Provide follow-up services and a supportive network to encourage family stabilization and self-reliance.
- Complete all logs, timesheets, reports and participant 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 daily.
- 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 participant. Advocate for participants with agencies and service providers to minimize barriers to participants receiving needed services. Follow up with referrals to ensure that participants 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 participant's and conduct all business-related activities according to program policy and standards relevant to the case management field.
- 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.

CAPO believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this job description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or CAPO, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.

Please send your resume and cover letter explaining why you would be the best fit for the job to:

Rose Bradshaw, SSVF Project Coordinator rbradshaw@caporegon.org

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.