

FAMILY ELDERCARE

Rapid Re-Housing for Veterans Case Manager

Job Description



Job title: Rapid Re-Housing for Veterans Case Manager	Reports to: Team Lead
Program: Financial and Housing Stability	Work Location: Rutherford Office/Remote
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$20-23.13/hour

Position Summary:

The current data shows that there has been a slight rise in Veteran homelessness in Austin/Travis County. Family Eldercare is hiring for the position of Rapid Re-Housing for Veterans Case Manager to help reverse this community trend and support the Austin’s Veteran Homelessness Initiative. The Rapid Re-Housing for Veterans Case Manager will work directly with Veterans experiencing homelessness and deploy the core components of the service including outreach, case management, housing stabilization services, and administering financial assistance. The position calls for someone who is an advocate for Veterans, has a background in homelessness assistance, and is results-driven.

Essential Duties and Responsibilities:

1. Service Delivery
 - Provide Rapid Re-Housing services to Veterans experiencing homelessness
 - Engage Veterans through outreach and referrals made by Coordinated Entry, determine their eligibility and complete program enrollment
 - Maintain a rolling caseload of 25 Veterans
 - Deliver services using strategies that include Housing First, Motivational Interviewing, Trauma-Informed Care, Cultural Humility, Harm Reduction
 - Administer assessments and develop service plans to establish scope of services and monitor progress toward client goals; ensure that service plans are process-oriented, participatory, holistic, and comprehensive
 - Deliver on service plans and coordinate logistics related to finding and transitioning into housing
 - Assist Veterans in their housing search and act as their liaison to navigate the application, leasing and move-in process
 - Administer financial assistance to support housing stability in accordance with program standards
 - Develop and maintain an expert knowledge of public benefit programs and assist Veterans to apply for eligible services and aid
 - Maintain client records in both electronic and hard copy in accordance with HIPPA guidance
 - Complete timely and accurate documentation and data entry in accordance with program requirements
2. Collaboration with Family Eldercare Staff
 - Conference with team members and problem solve challenges
 - Plan for, participate in, and make meaningful use of team meetings and individual supervision
 - Participate in agency workgroups to support the organization’s strategic plan
 - Perform special projects as assigned
3. Collaboration with Key Stakeholders
 - Attend community meetings to provide relevant program and client-level updates
 - Respond to communications regarding referrals and Veterans within one business day

- Consistently advocate on behalf of Veterans; act as a mediator and seek solutions to housing stability concerns

Education and/or Work Experience Requirements:

- Associate’s Degree
- Two years of experience working with Veterans, homeless adults, older adults or adults with disabilities
- Must have reliable transportation, valid Texas Driver's License, and active auto insurance
- Clear criminal background and motor vehicle driving record checks

Working Conditions/Physical Requirements:

This position operates in the community or the “field” -AND- an office environment. There will be routine use of standard office equipment such as computers, iPhones, and photocopiers. The role requires frequent contact with Veterans experiencing homelessness who may have mental illness, substance use disorder, -AND/OR- trauma. Case manager may frequent sites or homes in which there is smoking. Staff will be provided with personal protective equipment to prevent the spread of coronavirus.

Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards. Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards. Must be able to lift and carry up to 20 lbs.

Competencies:

- A commitment to Housing First principles and a demonstrated ability to work on anti-poverty initiatives
- A deep understanding of important issues in the Veteran community and available benefits and services
- Strong technology and software skills to include Microsoft SharePoint, iOS devices, Homeless Management Information System (HMIS)
- Excellent interpersonal, motivational and de-escalation skills to work with Veterans who may be in crisis and who are seeking homelessness assistance
- Able to synthesize program performance and evaluation data and deploy improvement strategies

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: