Service Center Assistant Case Manager, Clarksville

Position: Full Time/ Salary/ Non-Exempt

Reports To: Supportive Services Coordinator

SUMMARY: This position is primarily responsible for the provision of services in the agency Welcome Center which serves as the agency’s first contact to initiate and access services. The employee will provide intake, assessment and care planning for new clients; short-term, problem solving and/or brief intervention case management for existing clients as well as simple assistance with veteran client’s access and use of agency and community services and resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Service Center Desk(s):
1. Provide scheduled, non-scheduled and phone customers information about the agency such as location and services provided.
2. Greet persons entering establishment, determine nature and purpose of visit and direct or escort them to appropriate office destinations.
3. Monitor use of outside spaces, waiting areas and physical access to office space and as necessary, intervenes to ensure orderly, safe, and secure use of facility.
4. Assist clients with and distribute items such as mail, clothing, nutrition and hygiene items, computer use/aid, and other miscellaneous assistance.
5. Enter individual client information provided by Veteran and services rendered by Service Center staff into the client data bases.

Assistant Case Management:
1. Assist Service Center Coordinator with case management activities for Veterans and their families requiring assistance relating to housing/homeless vulnerabilities: Intake and Assessment, Care Planning (develop, monitor, update and revise through advocacy, education and support), Referral, Liaison/Brokering, Education and Advocacy.
2. Coordinate with the client for access and use of agency and community financial assistance resources to include rent/utility deposits, rent, utility, and other relevant housing expenses.
3. Assist in the process of securing and maintaining eligibility documentation for specific program(s).
4. Maintain needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes via appropriate client data bases.
5. Participate with team to identify, develop, and implement best practices for services.
6. Maintain work consistent with Department/Team Quality Assurance Standards.

Clerical:
1. Enter individual client services rendered by Service Center staff into the appropriate client databases.
2. Maintain inventory of department supplies reporting needs to the Service Center Manager.

General Duties:
1. Adhere to Agency and Department policies and procedures
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

QUALIFICATIONS, SKILLS, ABILITIES:

- Associate degree required. Bachelor's degree preferred or one to two years community services case management experience and/or training. Strong preference for those candidates with experience housing and homelessness and related social services and resources.
- Knowledge of: Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).
- Veteran Preferred.
- Comprehensive knowledge of regional veteran services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients toward success.
- Compassionate, energetic and team focused.

BENEFITS:
This position is full-time at 40 hours/week beginning immediately.

HOW TO APPLY:
A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.