



## **Housing Case Manager, Nashville**

**Position:** Full Time / Regular / Non-Exempt

**Supervisor:** Director, Supportive Services for Veterans and Families (SSVF)

**SUMMARY:** This position is primarily responsible for assessing Veterans and their families' housing needs, developing action plans, and providing or arranging assistance through referrals to other community partners. He/she will work with clients to continually revise plans as needed to maximize success. He/she should expect to work primarily out of the Nashville office, but other offices as assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Case Management:**

1. Completes a full range of social work / case management activities with homeless and housing vulnerable veterans and their families: Intake and Assessment, Care Planning (develop, monitor, update and revise), Referral, Liaison/Brokering, Education and Advocacy.
2. Through direct linkage, advocacy, education, and support, implements and updates the client with a comprehensive Case Management Plan to secure and/or maintain access to and use of:
  - Housing and Housing Resources: VASH, (subsidized/certificate programs) and private landlords.
  - Community Social Services and Resources: entitlements, public assistance, financial assistance, employment, and legal aid.
3. Coordinates with the client access and use of agency and community direct financial assistance resources to include rent/utility deposits, rent, utility and other relevant housing expenses.
4. Facilitates proactive problem solving and communication between clients and landlords.
5. Assists in the process of securing and maintaining needed program(s) eligibility documentation.
6. Participates with team to identify, develop, and implement best practices for services.
7. Enter/maintains needed documentation of services rendered in required databases to include: contacts, units, progress notes, assessments, care plans and outcomes.

**Resource Identification:**

1. Identifies, establishes and / or maintains contact with key housing services/resources providers that support permanent housing placement.
2. Identifies, establishes and/or maintains contact with key veteran and social services providers of services that support client long-term permanent housing stability.

**General Duties:**

1. Adheres to Agency and Department policies and procedures.
2. Maintains work consistent with Department/Team Quality Assurance Standards.
3. Performs other duties as designated by supervisor or agency to include assistance with events.

**QUALIFICATIONS:**

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Strong preference for those candidates with experience housing and homelessness and related social services and resources. Possesses valid, current driver's license.

**OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- 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.

**HOW TO APPLY:**

A resume and cover letter should be submitted to [jobs@osdtn.org](mailto:jobs@osdtn.org). No phone calls please. The selected candidate must pass a drug test and background check.

OSDTN is an equal opportunity provider of services and an equal opportunity employer-Civil Rights Act of 1964 and Americans with Disability Act of 1990. If you require support or adjustments during the job application or interview process, please contact us via email at [jobs@osdtn.org](mailto:jobs@osdtn.org) or call 615-248-1981 and ask for HR. OSDTN is committed to complying with federal and state laws regarding individual needs, ensuring reasonable accommodations for applicants and candidates who may require assistance.