



Veteran Assessment / Case Manager of Senior Resources, Operation Commissary

Position: Full Time / Regular / Non-Exempt

Supervisor: Director, Outreach

SUMMARY: This position will support all aspects of case management for Veterans who are 60 years old and older, related to Operation Commissary's food insecurity response and resolution program. S/he will conduct program enrollment and documentation collection; eligibility assessment; needs assessment and service referral; case management and service documentation. Where indicated by screening and assessment of Veterans with acute behavioral needs, s/he will facilitate immediate referrals to agency behavioral health partners. The CM will continuously work with VA/partner agency staff to develop access to community services and resources. Additionally, this position will provide support to the other programs operated by OSDTN as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

- 1.** Completes a full range of social work/case management activities for Veterans 60 years old and older.
 - Enrollment Assessment
 - Food Insecurity
 - Referral, Liaison/Brokering, Education, and Advocacy
 - Client Engagement
 - Monthly check-in; more if required
 - Quarterly action plans
- 2.** Provides virtual and physical support throughout Operation Commissary area of operation to ensure clients' needs are met, understood, and appropriately managed.
- 3.** Through direct assistance and support, implements action plan for Veterans who are determined to be experiencing food insecurity through initial assessment and screening to secure/maintain access and use of:
 - Food resources
 - SNAP/WIC application/benefits
 - Crisis Intervention Services
 - VA/Community Behavioral Health in and outpatient services
 - VA/Community based support groups and resources
 - Other resources as needed.
- 4.** Assists when needed in other areas in the warehouse or agency.

Resource Identification / Outreach:

1. Identifies, establishes, and/or maintains contact with key food service/resource providers for Veterans 60 years old and older.
2. Identifies and/or maintains contact with behavioral and healthcare service/resource providers.
3. When needed, works to promote and support Operation Commissary during outreach events, to potentially include nights and weekends as needed.

General Duties:

1. Adheres to agency and department policies and procedures.
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor or agency.

QUALIFICATIONS:

BSW or BA from four-year college or university: and one to two-year related experience and/or training; or equivalent combination of education and experience. Strong preference for MSW and those candidates with experience with housing and homelessness related social service and resources. Must possess valid, current Driver's License.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- Ability to motivate clients and staff toward success.

BENEFITS:

Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

HOW TO APPLY:

A resume and cover letter should be submitted to jobs@osdtm.org. No phone calls please. 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@osdtm.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.