



Veteran Housing Case Manager

Position: Full Time / Regular / Non-Exempt

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

SUMMARY: This position is primarily responsible for carefully assessing Veteran and his/her family housing needs, developing action plans, and providing or arranging assistance to the Veteran and his/her family 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. Maintains needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes; enters individual client services into the client databases.

Resource Identification / Outreach:

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 supporting 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. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
4. 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.

Possess valid, current Tennessee 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.

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@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.

As of Sep 2023