THP Case Manager (Housing and Finances)

Position: Full Time / Regular Non-Exempt

Supervisor: Manager, Clinical Services

SUMMARY: The Transitional Housing Program (THP) Case Manager (Housing & Finances) is responsible for the design and implementation of individualized housing and/or financial action plan interventions for a select group of THP Veterans experiencing significant barriers / high acuity in those life areas. This will be in collaboration with and support of the work the Veteran is doing with their assigned case manager. The THP Case Manager (Housing and Finances) will also work to develop relationships with private / public housing and financial services and resources to expand opportunities for Veterans participating in Transitional Housing and Aftercare programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

1. Facilitate and coordinate Veteran’s access to and appropriate use of OSDTN, VA, and/or community resources and services (public/private) to successfully address personal issues/barriers and secure permanent housing.
2. Facilitate and coordinate Veteran’s access to and appropriate use of OSDTN, VA, and/or community resources and services (public/private) to successfully address personal issues/barriers and stabilize personal finances.
3. Assist in the process of securing and maintaining needed eligibility documentation and/or applications for relevant housing/financial activities.
4. Participate with team to identify, develop, and implement best practices for services.
5. Maintain needed documentation via ClientTrack (client management software) of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes.
6. Maintain work consistent with Department/Team Quality Assurance Standards.

Housing / Financial Services Coordination:

1. Identify and develop relationships with prospective permanent housing property owners and managers open to opportunities to rent to Veterans whose past creates barriers to housing.
2. Network and collaborate with area community public and private housing partners & resources to establish a pipeline for Veterans.
3. Network and collaborate with area community public and private financial services partners & resources to establish a pipeline for Veterans.
4. Establish, update, maintain and communicate regarding a list of available housing / financial services opportunities.
5. Facilitate group didactic presentations on housing resources and search and personal financial management.

**General Duties:**
1. Assist with case management coverage for Veterans during vacancies and/or PTO.
2. Adhere to Agency and Department policies and procedures.
3. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
4. Perform other duties as designated by supervisor or agency.

**QUALIFICATIONS/KNOWLEDGE:**
1. Bachelor’s degree in human services and/or commensurate one or more years of experience in direct delivery of social services.
2. Knowledge of Veteran issues regarding substance abuse or behavioral health issues.
3. Experience with transitional housing programs desired.
4. Knowledge of Microsoft Office.
5. Valid Current Tennessee Driver’s License

**PERSONAL:**
- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for creative problem solving.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

**BENEFITS:**
This position is full time at 40 hours/week; excellent PTO policy; 401K and health care 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.