



## **Case Manager, Transitional Housing**

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

**Supervisor:** Director, Clinical Services

**SUMMARY:** The THP Case Manager is responsible for the provision of the full range of case management services for a caseload of approximately 15 Veterans who reside in OSDTN's Transitional Housing Program. They will work with individual Veteran clients on the design, implementation, and completion of an individualized Action Plan including discharge planning, adherence to program/house rules, participation in agency/community services, and participation in relevant physical, emotional, housing, employment, social and/or practical services. The case manager will be responsible for monitoring and ensuring operational efficiency in one or more of the agency's 7 transitional houses.

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

#### **Case Management:**

1. Completes a full range of case management activities with Veteran clients (including those with mental health/substance abuse concerns):
  - Intake and Assessment,
  - Care Planning (develop, monitor, update and revise),
  - Referral, Liaison, and Education.
2. Facilitates and coordinates Veteran's access to and appropriate use of OSDTN, VA, and/or community resources and services to successfully address personal issues/barriers and secure permanent housing. This includes but is not limited to: Housing, Finance, Income/Employment, Physical, Dental and Behavioral Health, and Activities of Daily Living
3. Provides orientation to and monitoring of the Veteran's adherence to program / house rules and participation in program / community services, groups, and activities.
4. Assists in the process of securing and maintaining needed program(s) eligibility documentation.
5. Participates in the design, delivery and/or facilitation of group therapeutic, educational, support and /or recreational activities.
6. Participates with team to identify, develop, and implement best practices for services.
7. Maintains needed documentation via ClientTrack (client management software) of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes.

8. Maintains work consistent with Department/Team Quality Assurance Standards.

**House Administration:**

1. Implements, documents and reports THP defined monitoring activities (visits, inspections, drills, auditing) for assigned house(s) to ensure adherence to grant, community and government standards and rules for safety, security, functionality, and cleanliness of residences.
2. Provides oversight and supervision to the Resident Manager /Resident Manager Assistants to enhance their ability to fulfill their job responsibilities.
3. Maintains needed inventory of house supplies (nutrition, cleaning, educational & recreation).
4. Works with Facilities & Maintenance Staff in the identification and completion of planned/needed replacement, repairs and renovations of building, furniture and/or appliances for assigned house(s).

**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/KNOWLEDGE:**

1. Bachelor's degree in human services and/or commensurate one or more years of experience in direct delivery of social services. Knowledge of veteran issues regarding substance abuse or behavioral health issues and/or experience with transitional housing programs desired.
2. Proficiency in Microsoft Office, Outlook and PowerPoint.
3. Lift 10 pounds.
4. Valid, current driver's license.

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- 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. Great company culture, excellent PTO policy; 401K and subsidized health care benefits.

**HOW TO APPLY:**

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