



Veteran Assessment / Case Manager, Clarksville

Position: Full Time / Regular / Non-Exempt

Supervisor: Service Center Coordinator/Asst Office Manager

SUMMARY: The Veteran Assessment / Case Manager is the initial contact for all Veteran clients seeking services. He/she completes initial and annual updating of Veteran enrollment; assesses need then coordinates services with appropriate OSDTN / Community services and resources and/or performs case management. Where indicated by screening and assessment of Veterans with acute behavioral needs, he/she will facilitate immediate referrals to agency behavioral health partners. The CM will continuously work with VA/partner agency staff to develop access to community behavioral health services and resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

1. Completes a full range of social work/case management activities:
 - Enrollment
 - Assessment
 - Behavioral/mental health interview
 - Warwick-Edinburg Mental Well-being Scale
 - Columbia Suicide Severity Rating Scale
 - Other assessments as warranted
 - Housing, community social services and resources interview
 - Care Planning (develop, monitor, update and revise)
 - Referral, Liaison/Brokering, Education and Advocacy
2. Through direct assistance and support and/or education, linkage, and advocacy, implements a behavioral health action plan with Veterans who are determined "high Risk" through initial assessment and screening to secure and maintain access and use of:
 - Crisis Intervention Services
 - VA/Community Behavioral Health in and outpatient services
 - Behavioral Health medications
 - VA/Community based support groups and resources
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. Assists in the process of securing and maintaining needed program(s) eligibility documentation.

5. Maintains needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes. This includes both agency chart and HMIS.
6. Maintains work consistent with Department/Team Quality Assurance Standards.

Resource Identification / Outreach:

1. Identifies, establishes and/or maintains contact with key behavioral health/healthcare services/resources providers.
2. Provides staff training on available healthcare benefits and resources.

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 to include assistance with events.

QUALIFICATIONS:

BSW or BA from four-year college or university; and one to two years 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 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:

This position is full-time at 40 hours/week. First year, thirty days of PTO including 12 paid holidays. Agency pays 50% of employee health costs including BCBST medical, Delta Dental and VSP. Other benefits provided such as 401k and access to other insurance plans.