Shallow Subsidy Case Manager, Nashville

Position: Full Time / Regular Non-Exempt

Supervisor: Supportive Services Manager

Reports to: Shallow Subsidy Coordinator

SUMMARY: The position is primarily responsible for implementing the Shallow Subsidy (SS) service within the Supportive Services for Veteran Families (SSVF) program. The employee will carefully assess Veteran and his/her family housing needs, develop action plans, and provide or arrange assistance through referrals to other community partners. The employee will work with clients to revise plans as needed to maximize success while ensuring compliance with the SS service and SSVF program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

1. Provide shallow subsidy (SS) case management services to low-income Veteran clients consistently throughout a 2-year period.

2. Complete a limited range of social work / case management activities centered on housing stability with housing vulnerable Veterans and their families: Intake and Assessment, Care Planning, Referral, Liaison/Brokering, Education and Advocacy.

3. Develop, implement and revise 2-year housing stability plan and assist with budgeting with SS clients.

4. Coordinate access and use of agency and community direct financial assistance resources to focus primarily on rental subsidy for the 2-year SS enrollment period, but occasionally to include other temporary financial assistance supporting housing stability.

5. Facilitate proactive problem solving and communication between clients and landlords.

6. Assist in the process of maintaining needed program eligibility documentation.

7. Participate with team to identify, develop and implement best practices for services.

8. Maintain needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes.
9. Maintain work consistent with Department / Team Quality Assurance Standards.

**Resource Identification / Outreach:**

1. Identify, establish and/or maintain contact with key housing services/resources providers that support permanent housing placement.
2. Identify, establish and/or maintain contact with key Veteran and social services providers of services that supporting client long-term permanent housing stability.

**Clerical:**

1. Enter individual client services rendered into the client database.
2. Maintain files for all assigned clients to Agency and Department standards.

**General Duties:**

1. Adhere to Agency and Department policies and procedures.
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency to include assistance with events.

**ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Intellectual**

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Interpersonal**

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

**Organization**

- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Flexibility – Capable of responding to and anticipating rapidly changing external and internal demands without diminishment in work performance; Demonstrates professionalism during periods of organizational change.
- Safety and Security – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

**SUPERVISORY RESPONSIBILITIES:**
This job has no supervisory responsibilities.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:
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.

LANGUAGE SKILLS:
Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

COMPUTER SKILLS:
To perform this job successfully, an individual should have knowledge of: Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:
- 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.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

As Feb 2022