



Veteran Assessment / Case Manager, Operation Commissary

Position: Full Time / Regular Non-Exempt

Supervisor: Manager, Operation Commissary

SUMMARY: This position will support all aspects of case management related to Operation Commissary's food insecurity response and resolution program. S/he will conduct program enrollment and documentation collection; eligibility assessment; needs assessment and service referral; case management and service documentation. Where indicated by screening and assessment of Veterans with acute behavioral needs, s/he 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. Additionally, this position will provide support to the other program operated by OSDTN as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

- Complete 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
 - Food Insecurity
 - Referral, Liaison/Brokering, Education, and Advocacy
 - Periodic Client engagement
- Provide virtual and physical support throughout Operation Commissary area of operation to ensure clients' needs are met, understood, and appropriately managed
- Through direct assistance and support implement behavioral health action plan for Veterans who are determined "high risk" through initial assessment and screening to secure/maintain access and use of
 - Crisis Intervention Services
 - VA/Community Behavioral Health in and outpatient services
 - Behavioral Health Medication
 - VA/Community based support groups and resources

Resource Identification / Outreach:

- Identify, establish, and/or maintain contact with key food service/resource providers
- Identify and/or maintain contact with behavioral and healthcare service/resource providers

General Duties:

- Adheres to Agency and Department policies and procedures
- Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
- Performs other duties as designated by supervisor or agency
- Assist when needed in other areas in the warehouse or agency

EDUCATION AND/OR EXPERIENCE:

- BSW or BA from four-year college or university: and one to two-year 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 service and resources.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must possess valid, current Tennessee Driver's License

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- Ability to motivate clients and staff 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.

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.