



Case Manager, Shallow Subsidy

Position: Full Time / Regular / Non-Exempt

Supervisor: Manager, Shallow Subsidy

SUMMARY: The position is primarily responsible for implementing the Shallow Subsidy (SS) service within the Supportive Services for Veteran Families (SSVF) program. He/she will administer the SS services and ensure careful assessment of 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 the Manager, Shallow Subsidy (SSM) 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. Provides shallow subsidy (SS) case management services to low-income Veteran clients consistently throughout a 2-year period.
2. Completes 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. Develops, implements, and revises 2-year housing stability plan and assist with budgeting with SS clients.
4. Coordinates 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. Facilitates proactive problem solving and communication between clients and landlords.
6. Assists in the process of maintaining needed program eligibility documentation.
7. Participates with team to identify, develop, and implement best practices for services.
8. Maintains needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes.
9. Maintains work consistent with Department / Team Quality Assurance Standards.

Clerical:

1. Enters individual client services rendered into the client database and maintains files for all assigned clients to Agency and Department standards.

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:

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 with housing, homelessness and 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.