



## Central Iowa Shelter & Services Employment Opportunity

**Position Title:** Veterans Critical Time Intervention Worker

**Classification:** Full-Time, Non-exempt, pay based on experience, some holidays and some weekends required

**Office Location:** 1420 Mulberry Street, Des Moines, IA 50309

**Reports to:** Manager of Client Services and CEO

**Travel Requirements:** Travel within the community is required

**Position is open until filled. Interested candidates should send cover letter, resume, and salary requirements to:** [jzeleke@centraliowashelter.org](mailto:jzeleke@centraliowashelter.org)

**Organization Overview:** Since 1992 Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

In September 2012, CISS opened its new facility. The facility grew from being 8,000 square feet and 96 beds to 207 beds and 42,000 square feet. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and 38 Project Based Section 8 Voucher efficiency apartments. Along with expanded housing capacity, CISS also provides an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a weekly medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits. Programming continues to evolve to meet emerging homeless and community needs.

**Position Overview:** The Veterans Critical Time Intervention Worker is a collaborative supporter and a member of the Client Services Team with the objective to support the mission of Central Iowa Shelter & Services and the clients served by being responsible for the case management of all Veterans at the facility, including those participating in the Grant and Per Diem and Contract Residential transitional housing programs. The Veterans Critical Time Intervention Worker helps the Veterans identify their goals related to medical, substance use, financial, mental health, housing, legal, vocational, transportation, and family needs while developing strategies to achieve their goals. The Critical Time Intervention Worker assists Veterans with self-sufficiency and financial independence through the following comprehensive services: Individualized Assessment, Development Plan and Case Management; Supplemental Lifeskills Instruction and Counseling; Job Training, Employment and Transit Resources; Benefits Eligibility Determination and Assistance; and Affordable Housing Placement. This position requires a clear communicator (both verbal and written), organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, collaborative manner and work ethic. The schedule for this position requires some weekends and holidays. This position reports to the Support Services Manager.

## **Duties/Responsibilities:**

- Provides consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Monitors and supervises shelter and client affairs, assists clients of the shelter with needs and questions and maintains shelter order in accordance with Central Iowa Shelter & Services policies.
- Performs general administrative functions such as noting within the communication log, answering the phone and responding to in-person inquiries in a professional manner. Provides appropriate information and referrals for those who need other resources.
- Monitors the activities of clients to ensure the safety of clients, volunteers and staff.
- Develops and maintains comprehensive programs for identifying and promoting self-sufficiency in Grant and Per Diem and Contract Residential participants, working with Veterans to obtain new skills and to resolve problems.
- Performs all case management duties associated with the Grant and Per Diem and Contract Residential programs in addition to other Veteran clients in the emergency dorms who choose to participate in case management.
- Promotes all onsite self-sufficiency programs with all new clients. Explains nature of CISS programs, procedures and services. Explains the benefits, advantages and encourages Veterans to participate in case management.
- Performs Shelter orientations to educate and inform new clients as a part of the Support Services Team.
- Works directly with Veteran clients in identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers through a Needs Assessment process. Identifies strengths and needs and makes referrals to available VA and community resources to meet those needs. Client files will track individual needs, assessments, strategies and progress through ongoing case management.
- Develops a Case Plan with each Veteran and facilitate weekly/monthly/as needed meetings to provide Veterans with an opportunity to review program requirements, discuss concerns and/or ideas and provide updates on new activities.
- Tracks and enters relevant data on a timely basis and maintains complete and organized client files. This includes entry into ServicePoint and/or other electronic data tracking programs as well as case notes within client files.
- Coordinates with CISS staff, VA Staff and any other service provider working to meet the needs of Veterans.
- Links to community resources for integration purposes, socialization, recreation, education, occupation and vocational needs of Veterans served.
- Maintains records of pertinent program related information and compiles required data in reports. Prepares and submits reports following established timelines and procedures.
- Utilizes data for the completion of monthly billing of services to the Veterans Administration.
- Assists with applications to the Grant and Per Diem Housing Program and provides applicants of the program requirements and responsibilities. Provides ongoing assistance to Veterans while on the wait list.
- Remains familiar with current Veterans Administration regulations as they relate to Grant and Per Diem and Contract Residential Housing programs.
- Facilitates and mediates communication with Veterans and the Veterans Administration or other agencies.
- Facilitates groups to meet the needs of Veteran participants, including LifeSkills and Work Readiness.
- Facilitates monthly meetings with the Veterans participating in the Grant and Per Diem program.
- Provides crisis intervention when needed.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.

- Attends provider meetings in the community specific to Veterans and community resources as well as monthly Grant and Per Diem teleconference calls. Attends staff meetings onsite, including all staff meetings and Case Management team meetings.
- Other duties as assigned.

### **Qualifications, Experience and Abilities:**

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- BSW or bachelor's degree in Human Services required; MSW preferred.
- Three to five years' experience working in Human Services is required. Experience working with one or more of the following: Veterans, individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty required.
- Ability to establish and maintain professional boundaries in working with clients.
- Knowledge of community resources in the Des Moines metro area.
- Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain a quality work place in a diverse, fast paced, stressful and changing environment.
- Ability to work independently as necessary. Able to work with minimum day to day supervision.
- Demonstrates professional development by participating in and seeking out higher-level, innovative training opportunities.
- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases. Must have the ability to obtain ServicePoint license.
- Must be prompt and dependable.
- The successful candidate must be able to pass a background check as per VA requirements.
- Veteran status preferred.
- National Career Readiness Certificate preferred.
- Must possess valid Iowa Driver's license as at times the successful candidate may drive a CISS vehicle.

### **Preferred skills:**

- ServicePoint license
- SOAR Certification
- Chauffer license

*Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.*