

Central Iowa Shelter & Services Employment Opportunity

Position Title: Veterans Housing Case Manager

Schedule: Monday – Friday, every other weekend

Classification: Full-Time, Exempt

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

Salary: \$41,940 - \$50,000 per year | **Pay Level:** III

Reports to: Director of Case Management

Travel Requirements: Travel within the community as needed

Position Overview:

The Veterans Housing Case Manager is responsible for the case management of Veterans at the facility, including those participating in the Grant and Per Diem and Contract Residential transitional housing programs. The Veterans Housing Case Manager assists Veterans with self-sufficiency and financial independence through the following comprehensive services: individualized assessment, development plan and case management; supplemental life skills instruction and counseling; job training, employment, and transit resources; benefits eligibility determination and assistance; and affordable housing placement.

Duties and Responsibilities include:

- 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.
- 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 Life Skills and Work Readiness.
- Facilitates monthly meetings with the Veterans participating in the Grant and Per Diem program.
- Provides crisis intervention when needed.
- Perform room inspections and morning wake-up calls.
- 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.
- Assist in writing for grant renewals, and option years
- Ensure confidentiality in accordance with established procedures and regulations
- All other duties as assigned

Qualifications:

- Strong critical thinking, analytical and problem-solving skills
- Advance computer skills and proficiency in Microsoft Office
- Organized and detail-oriented
- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Ability to establish and maintain professional boundaries in working with the clients
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Ability to assess emergency situations and respond effectively
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Excellent judgment is essential.
- Must have the ability to obtain Service Point license.

- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.
- Working knowledge of Harm Reduction and Housing First philosophy
- Ability to successfully pass a background check per VA standards
- Possession of a valid Iowa Driver's license.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Education and Experience:

- Bachelor's Degree in Social Work, Psychology or related field
- 3 years experience working with individuals in a case management capacity.
- 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.
- Proven success in meeting and exceeding performance goals.
- Experience working in a team environment
- SOARS certified (Ability to obtain SOARS certification within 3 months of hire date.)

Physical requirements and work environment:

- Ability to work well within a cross-functional team environment and diverse communities.
- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand and walk.
- Work will be performed either in an office environment or in the field.
- Must be willing to travel as needed to perform job requirements.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Participation in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental and vision insurance

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.



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