Job Title: Veteran Case Manager  
Full-time, Exempt

Position Summary: The Veteran Case Manager is responsible for individual case management services including, but not limited to: resource referral, goal setting, advocacy, coordination of services, and networking for low income U.S. Veteran families. Sound judgment, collaborative style, ethical conduct and motivational interviewing or similar techniques are essential to success in this position. The position is based in Cedar Rapids, Iowa and serves Linn and other nearby counties. This position is a part of the Supportive Services for Veteran Families (SSVF) Operation Home program team.

Immediate Supervisor: Executive Director

Principle Responsibilities/Duties
- Counsel program participants through individual, family and group interaction; assist in establishment and monitoring of goals; connect to appropriate resources to promote improvement of skills; and provide access to appropriate community resources
- Work with Veteran households at risk of becoming homeless or who may be experiencing homelessness
- Participate in continuous evaluation and improvement of program participant services
- Coordinate with other case managers as well as other staff
- Identify and help overcome barriers to obtaining/maintaining permanent housing faced by program participants and facilitate links to resources, including financial resources available through the program and other sources, and resources related to counseling, education, employment, etc. likely to enable program participants to obtain/maintain permanent housing

Administrative
- Maintain agency record keeping and all communications in a confidential manner as per agency and program policies, including tracking program participant attendance, referrals, and progress
- Maintain and update case notes in a timely and confidential manner
- Provide data and reports periodically or as requested by Executive Director or lead agency

Operational
- Ensure safety and security of program participants, staff and others according to agency policies
- Consistently and diplomatically enforce agency and program rules and policies
- Honor worksite policies when working as a guest at a satellite site
- Maintain work space in a professional and welcoming manner, including at host sites
- Provide information via telephone, make referrals, collaborate with the VA and other partner agencies, and take messages for other staff and program participants
- Provide supervision, training, and guidance to agency volunteers as relevant to your position goals

Other
- Maintain scheduled attendance; inform supervisor and coworkers of absences or tardiness
- Attend staff meetings and work assignment reviews regularly as scheduled
- Apprise staff of any program participant issues that potentially present a danger to program participant, other program participants, staff or others
- Attend trainings as required and pursue professional and agency development according to agreed-upon goals
- Represent the agency and program at community and fundraising events as assigned
- Demonstrate a positive attitude and professional manner, both in appearance and actions in carrying out job responsibilities
- Adhere to and enforce all agency and program guidelines, policies, and procedures
Requirements

Qualified candidates must have:

Education: Bachelor's degree in social work, sociology, psychology or related field (matriculating students would be considered)

Experience: minimum of 80 hours counseling practicum or 1-year of counseling work in a clinical or field setting. Experience as a trained counselor embedded in combat troops or at a base serving personnel who have returned from combat and their families qualifies toward this requirement.

Background:
- Able to relate to and understand program participants who are homeless or on the verge of becoming homeless
- Documented experience in providing services to low-income or homeless Veterans, including providing access to VA and County benefits
- Comfortable interfacing with program participants who may have varying physical, psychological, social, cultural or economic challenges
- Able to be empathic and non-judgmental in relating to people representing dimensions of the human experience different from your own background
- Strong attention to detail with the ability to meet paperwork deadlines, and past success with completing client paperwork
- Recipient of DD 214 (Certificate of Release or Discharge from Active Duty) with other than dishonorable discharge status strongly preferred

Other: must have held a valid driver’s license continually for the previous 3 years and have reliable transportation to meet client needs across a seven county region (travel will be reimbursed).

Application Process

To apply, submit cover letter and resume to Phoebe at wdesed@willisdady.org by Monday, September 19th.

This position is full-time and reports to the executive director. Benefits of full-time employment include health insurance, paid time off and paid holidays. Salary depends on experience. Willis Dady is an Equal Opportunity and At-Will Employer.