Veterans Case Manager
Job Description

General Description:

The Veterans Case Manager is a collaborative supporter and a member of the Support 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 Case manager 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 Case Manager 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 day hours and may include occasional evening hours to accommodate the schedule of clients served. This position reports to the Support Services Manager.

Duties/Responsibilities:

- 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 as a Case Manager 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.

Interested candidates should send cover letter, resume, and salary requirements by July 13, 2014 to: mthibodeau@centraliowashelter.org

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.