



## The Kitchen Inc.: Job Description

**Job Title:** Community Case Manager - Veterans  
**Department:** Operations  
**Subdivision:** SSVF  
**Supervisor:** Coordinator Veterans Program  
**FLSA Status:** Non-exempt

### Summary:

The focus of Home at Last – SSVF is housing stabilization; using temporary financial assistance and/or services as a bridge to long-term stability. Possible participants for SSVF are veterans or veteran families that meet program guidelines and are homeless or at risk of becoming homeless.

### Major Areas of Responsibility:

- Remain client focused using the Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques and Crisis De-escalation that incorporates these models
- Focus on the client's ability to independently address identified barriers to housing either through independent actions or a supportive network that has been designed to assist the client
- Intake and assessment, identification of barriers to housing, referral to community resources, referral to benefits and/or employment, and development of the housing stability plan
- Be knowledgeable of the specific program policies and procedures and complete required documentation to meet any grant requirements.
- Maintain professional boundaries with clients at all times.

### Specific Job Responsibilities:

- Utilize the current software system to accurately record demographic information, client situation, referrals, services received, case notes and other information in a timely manner.
- Identify barriers to housing and work with the client to develop a client driven housing stability plan
- Assist client in identifying and accessing community resources that address their specific needs.
- Utilize Motivational Interviewing techniques to remain client centered while exploring and resolving clients ambivalence to change
- Keep client well informed about all aspects of their program
- Act as an advocate to assist clients in resolving issues with landlords or other agencies
- Maintain case notes using the BIRP format and entered within one business day of meeting.
- Schedule regular home visits with clients and meet based on their need and program requirements.
- Transport clients for meetings where you would be acting as an advocate and they are unable to arrange other transportation



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- Focus on using Critical Time intervention model.
- Collaborate with clients to create personal goals specific to client needs: focusing on client's strengths and barriers to accomplishing set goals.
- Perform program re-certifications as required by program guidelines
- Obtain signed releases of confidential information in order to effectively advocate for client with other agencies and providers.
- Provide crisis intervention, as needed or advised by Supervisor or Coordinator.
- Participate in outreach programs as specified by specific program requirements which will include some nights and weekends.
- Enable clients to take responsibility for their progress, acting as an advocate and facilitator.
- Assist clients in tasks required to meet their housing plan including completing any necessary paperwork and monitoring their progress.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Carry a duty phone when scheduled to be on call.
- Other duties as assigned.

### Competencies:

- Continuous Learning – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge –Competent in required job skills and knowledge; exhibits ability to learn and apply new skills.
- Problem Solving – Identifies and resolves problems in a timely manner; develops alternative solutions; uses reason even when dealing with emotional topics.
- Client Service- Manages difficult or emotional client situations; responds to requests for service and assistance; meets commitments.
- Communication – Exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Written Communication – Writes clearly and informatively.
- Managing Client focus – Promotes client self-determination; maintain healthy professional boundaries.
- Conflict Resolution – Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control.
- Ethics – Treats people with respect; inspires trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support – Follows policies and procedures.
- Adaptability – Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Quantity – Completes work in timely manner.



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### Job Requirements:

- Valid Class E Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.

### Education and Experience:

- Bachelor's degree required, preferably in the Human Service field
- One to two years' experience in the Social Service field or experience that can be related to providing Case Management.
- Working knowledge of Housing First Philosophy, Trauma Informed care and Motivational Interviewing preferred.
- Experience utilizing de-escalation techniques preferred.

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the responsibilities of the job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger. Handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

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Signature

Print Name

Date