



The Kitchen, Inc.

Job Title: Veterans Case Manager	Department: Compliance & Programs	Supervisor: Coordinator Veterans Program
Supervisory Responsibility: No	FLSA Status: Non-Exempt	Pay Rate:

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Position Summary:

The focus of Home at Last – SSVF is housing stabilization, using temporary financial assistance and/or services as a bridge to long-term housing stability for Veterans and Veteran families experiencing or at risk of homelessness.

The ideal candidate would have strong people skills, be resilient in challenging environments, possess and project a positive, upbeat attitude, and have a strong desire to help others succeed.

Major Areas of Responsibility:

- Utilize a Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques, Critical Time Intervention Model, and Crisis De-escalation techniques that incorporates these models
- Focus on the participant’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 participants at all times.
- Assist in mediation as needed with participant’s families and service agencies.
- Case Managers may specialize in specific areas in client services: Emergency Housing Assistance, Rapid Resolution, Outreach, Intake, Housing, Employment, and SOAR.

Specific Job Responsibilities:

- Utilize the current software system to accurately record demographic information, participant situation, referrals, services received, case notes and other information in a timely manner.
- Identify barriers to housing and work with the participant to develop a participant driven housing stability plan.
- Assist participant in identifying and accessing community resources that address their specific needs.
- Keep participant well informed about all aspects of their program.
- Act as an advocate to assist participants in resolving issues related to housing and housing stability.
- Maintain case notes using the approved format and in accordance with policy.
- Meet regularly with participants and meet program requirements in terms of participant contact.
- Possible transportation of participants or arranging transportation of participants if they are unable to arrange other options
- Collaborate with participant(s) to create personal goals specific to housing stability: focusing on participant’s strengths and barriers to accomplishing set goals.
- Perform program re-certifications as required by program guidelines



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- Obtain signed releases of confidential information in order to effectively advocate for participant with other agencies and providers.
- Participate in outreach programs as specified by specific program requirements which will include some nights and weekends.
- Enable participants to take responsibility for their progress, acting as an advocate and facilitator.
- Assist participants in tasks required to meet their housing plan including assisting in completing any necessary paperwork and monitoring their progress.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Other duties as assigned.

Job Requirements:

Education and Experience

- Bachelor's degree preferred or Associate's degree required, 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.
- Knowledge of, or experience with Military Culture preferred.
- Working knowledge of Housing First Philosophy, Trauma Informed care, Motivational Interviewing, Critical Time Intervention, Progressive Engagement a plus.
- Experience utilizing de-escalation techniques preferred.

Abilities and Competencies:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Strong Desire for Continuous Learning – Seeks feedback to improve performance.
- Problem solving – Identifies and resolves problems in a timely manner
- Excellent Client Service – Manages difficult or emotional client situations; responds promptly to client needs; responds to requests for service and assistance; meets commitments.
- Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Conflict Resolution & Cooperation – Exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time.
- High Adaptability – Adapts to changes in the work environment; manages competing demands. Ability to rapidly switch between projects.
- Ability to maintain a high personal Ethical Standard – maintain clear ability to discern between right and wrong behavior, always act in a manner that supports strong ethics and embody the right choices, the ability to hold oneself accountable and maintain honesty at all times.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Quality – Demonstrates accuracy and thoroughness.
- Safety and Security – Observes safety and security procedures, reports potentially unsafe conditions.
- Ability to Promote client self-determination; maintain healthy professional boundaries



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- Ability to write routine reports and correspondence.
- Ability to apply common sense in understanding in order to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situation.

Other

- Valid Missouri Driver's license and ability to obtain Class E Driver License within 30 days of hire date.
- Be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.
- Section 3 applicants encouraged to apply.

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 duties of this job the employee is:

- Regularly required to speak and hear via the phone or in person.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Frequently required to stand; walk; reach with hands and arms.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

Signature

Print Name

Date