



POSITION TITLE:	SSVF Case Manager
FLSA:	NON-EXEMPT
REMOTE:	NO
MEDICAID:	NO
CREATED DATE:	1/23/2024
REVISION DATE:	N/A

POSITION SUMMARY

The Supportive Services for Veteran Families (SSVF) SSVF Case Manager will be responsible for the case management of a portfolio of Veteran families who have experienced or are at risk of homelessness. The SSVF Case Manager will work closely with each family on their caseload to help them achieve long-term housing stability in the shortest time possible. The SSVF Case Manager will connect the family with SSVF temporary financial assistance and help the family to obtain and utilize other available resources and benefits. The SSVF Case Manager is also responsible for developing and implementing a client-defined, goal-oriented Housing Stability Plan for each family on their caseload.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

SSVF is a case management program that provides critical supports to eligible Veteran households who are experiencing or are at risk of homelessness. SSVF assists hundreds of Veteran families each year in Anchorage and the Matanuska-Susitna Borough in reaching long-term housing stability. The SSVF Program follows Housing First, Crisis Response, and Client Choice core concepts to meet client needs in a trauma-informed manner. The SSVF Program works closely with the VA and other community service providers to ensure that our clients are connected to any and all resources available to them.

REQUIRED COMPETENCIES

Competency Requirements:

- Ability to serve individuals from diverse backgrounds, cultures, ideologies, and faiths.
- Ability to work and thrive in a team environment.
- Ability to take initiative, and work independently.

- Ability to communicate effectively both verbally and in writing.
- Excellent critical thinking skills.
- Excellent organizational and record keeping skills

Knowledge Requirements:

- Knowledge of and ability to practice SSVF core concepts; Housing First, Crisis Response, and Client Choice.
- Knowledge of and ability to practice trauma-informed care.
- Experience working with individuals experiencing/at risk of homelessness. Experiencing working with individuals in crisis.
- Knowledge of available community resources in the Anchorage and MATSU region, especially resources serving Veterans and people experiencing homelessness/people at risk of homelessness.
- Knowledge of housing resources in Anchorage, Landlord/Tenant Laws and Fair Housing Regulations in Alaska
- Knowledge of client confidentiality practices.
- Knowledge of the SSVF Program eligibility requirements.

Skill Requirements:

- Fully proficient in Microsoft Office.
- Experiencing using Apricot, Intacct, and AKHMIS software.
- Proficient to expert level data entry skills.
- Proficient with Windows operating systems.

RESPONSIBILITIES:

- Maintains a caseload of households in the SSVF Program. Works with households to assess housing needs, and provides case management and financial assistance to address those needs. Assists clients to secure housing if they are experiencing homelessness.
- Utilizes Housing First and Motivational Interviewing approaches to engage and work with Veteran households. In collaboration with Veteran households, develops Housing Stability Plans, and connects households with additional VA and community resources to meet their identified needs in the shortest time possible. Assists clients in accessing and maintaining entitlements and benefits.
- Establishes and maintains collaborative working relationship with community resources; attends and participates in appropriate community resource meetings and events.
- Participates in street and shelter outreach to identify homeless Veterans and present the SSVF Program as an alternative to homelessness.
- Completes thorough intakes and eligibility screenings with referred clients.
- Enters client data and case notes into the Homeless Management Information System (HMIS).
- Maintains accurate and complete records for each household's case management file. Completes eligibility and recertification requirements in a timely manner.
- Adheres to policies and procedures outlined in the SSVF Program Manual.
- Travels independently in Anchorage as needed; must be able to transport persons in their own vehicle. Conducts home visits to support clients in achieving housing stabilization.
- Other duties as assigned.

QUALIFICATIONS:

Minimum qualifications for this position include:

High school diploma or equivalent and a minimum of 1 year experience working with individuals and/or families with complex needs with a strong focus on supportive services for Veterans. Principles of trauma informed care, stages of change, motivational interviewing, client centered case management, and Housing First. Social Justice Advocacy, collaboration and partnership abilities, problem solving, communication, and customer service skills. Military veterans and their family members are encouraged to apply. The ideal candidate has experience providing case management activities to veterans and/or the homeless population and embraces a Housing First approach to helping homeless veterans individuals and families stabilize and return to permanent and traditional housing.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Physical demands:

- Work is performed in a standard indoor office environment, with field work within the Anchorage area also frequently required. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Location:

- 4600 Debarr Road, Anchorage, AK 99508
- Field work within Anchorage area

Travel:

- Completes Travel outside of Alaska is rare. Frequent travel within Anchorage is required.

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>