

**Job Title:** Case Manager  
**Reports To:** Director of Continuum of Care Programs

**Summary**

The Case Manager provides assessment, monitoring, planning, linkage, and advocacy for the most appropriate services to individuals enrolled in the Supportive Services for Veteran Families Program. Qualified candidates must possess a clear understanding of the service delivery system and the resources available for veterans and their families. Individuals will effectively maintain and manage assigned caseload contingent on the needs, strengths, abilities, and preferences of the individual served.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide crisis intervention to address the immediate needs of the very low-income, chronic, and non-chronic homeless veteran population
- Assess the individual's strengths, needs, abilities, and preferences to assist in the development of housing goals
- Design and carry out a Housing Stability Plan for each household
- Monitor progress daily and maintain accurate documentation of progress towards goals and services provided
- Enforce program rules and procedures to ensure compliance with all government and contract regulations
- Provide client access to services and community resources as needed
- Facilitate the move to transitional and/or permanent, independent housing, when appropriate.
- Conduct home visits, when appropriate
- Determine Eligibility
- Process Temporary Financial Assistance
- Utilize HSMIS for data collection/case record

**Other Responsibilities:**

- Complies with all applicable training requirements
- Complies with all company safety, personnel, and operational policies and procedures
- Complies with work schedule to ensure effective operations of Agency programs
- Contributes positively as a member of a productive and cooperative team
- Performs other duties as necessary to fulfill the Treasure Coast Homeless Services Council's Mission.

## **Qualifications**

- This position requires a minimum a bachelor's degree in social work or a related field. *(Pending on position and if prior to hiring is approved by Chief Executive Officer, a comparable amount of training, education, or experience may be substituted for the minimum education qualifications)*
- Minimum five years experience serving homeless or at-risk families and/or individuals in crisis
- Must be able to comply with complex governmental regulations, policies, and procedures and demonstrate thorough document compliance efforts and activities.
- Must be proficient with data management and information systems and have basic knowledge of Excel, PowerPoint, and Outlook.
- Must demonstrate excellent interpersonal skills and possess the ability to interact effectively with other agencies and service providers.
- Candidates must be able to work in a fast-paced environment and understand the issues that are faced by low-income populations.
- Must have a valid driver's license as this job requires transportation.
- Veterans preferred.

## **Knowledge, Skills, and Abilities:**

- Able to speak, write and understand English. (Bilingual, English required/Spanish preferred)
- Possess basic computer skills
- Must be sensitive to and respect cultural diversity amongst clients, staff, and volunteers and able to work with diverse racial, ethnic, and economic groups
- Flexible work schedule including evenings, nights, weekends, and holidays
- Ability to set appropriate limits, work under deadlines and multi-task
- Ability to organize, prioritize, self-motivate, and deliver results
- Excellent communication and listening skills
- Possess strong work ethics
- Successfully pass Level II background screening
- Valid Florida driver's license if driving an agency vehicle or a personal vehicle for company business
- Must have reliable transportation
- Accreditation/Reaccreditation process
- Mission-driven attitude supplemented with integrity and passion
- Adherence to the highest ethical standards, personally and professionally
- A high level of openness and willingness to receive feedback/suggestions from superiors and others, and to learn new skills to improve job performance

**Additional Knowledge, Skills, and Abilities:**

- Have basic knowledge of homelessness, severe and persistent mental illness, and substance abuse
- Basic knowledge of resources in the community available for the homeless population.
- Ability to form partnerships in the community and seek out community resources
- Strong oral and written communications
- Strong organizational, time management, and data management skills
- Strong computer skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide customer service to difficult populations

**GENERAL PHYSICAL DEMANDS:** These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made, if appropriate, to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation, standing, bending, reaching, lifting up to 20 lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. **MENTAL DEMANDS:** Must handle new and diverse work problems on a daily basis. Personal maturity is an important attribute. Must be able to resolve problems, handle conflict, and make effective decisions under pressure. Must have the ability to listen objectively to people, perceive the real problem and assist in bringing issues to a successful conclusion. Must relate and interact with, volunteers, clients, contractors, visitors, and employees at all levels within the Agency. **WORK ENVIRONMENT:** Environment will occasionally become noisy due to equipment operations and interactions among clients and staff. There may be the possibility of being exposed to communicable disease, possible exposure to verbal abuse or similar behavior from residents/clients. On an as needed basis, employees may be called upon to work outside of the established work schedule or work odd hours. All information associated with the Agency is confidential. Treasure Coast Homeless Services Council, Inc. is an Equal Opportunity Employer.

Location of position: 2525 St Lucie Ave, Vero Beach, FL

To apply, please submit:

- **Detailed Introduction cover letter (must be 2 pages providing 5 years of experience working with the homeless population)**
- Resume/CV
- Three professional references

Submit Applications to: [office@tchelpspot.org](mailto:office@tchelpspot.org)

Salary range: \$40,000 – \$50,000 commensurate with experience

This is a full time, salaried position with a start date of TBD

Stipend for a benefits program that meets the needs of the successful candidate will be provided.

Application deadlines: Position will remain open until filled.