



## **SSVF Housing Specialist/Case Manager - COVO**

The Supportive Services for Veteran Families (SSVF) Program at Central Oregon Veterans Outreach (COVO) is designed to serve very low-income, primarily homeless Veterans, and their families, following the Housing First model. This position's primary role is landlord outreach, responsible for increasing access to both private and public rental markets for Veterans moving from homelessness to permanent housing. As Support Specialist, this position provides administrative support for the SSVF team.

### Primary responsibilities:

- Establish relationships with landlords to assist in locating appropriate housing, especially those who have multiple barriers to obtaining permanent housing
- Act as a liaison and mediator for housing issues that may arise
- Support clients as they navigate the housing process
- Provide ongoing services that will ensure successful permanent housing
- Utilize a harm reduction/Housing First model
- Participate in all meetings with collaborative agencies and other community partners
- Complete all requests for reporting in a timely fashion
- Supports case managers in maintaining the case management file system.
- Support data entry and track data quality in client and program tracking data bases
- Prepares and sends correspondence as well as other administrative support services as needed

Other duties and responsibilities may be assigned. The duties and responsibilities listed are designed to provide typical examples of the work performed; not all duties and responsibilities assigned are included here, nor is it expected that all similar positions will be assigned every duty and responsibility.

### Necessary qualifications:

- Verifiable experience working with indigent and/or at-risk populations
- Excellent verbal and written communication skills, including being comfortable speaking to groups.
- Proficient in Microsoft Office, willingness & ability to learn other applications as needed
- Ability to maintain confidentiality
- Ability to work independently and as a part of a multi-disciplinary team
- Ability to relate effectively and without judgment to diverse individuals
- Willing to travel to throughout Deschutes, Crook and Jefferson counties

### Preferred Qualifications

- Knowledge of Landlord/Tenant Laws and Fair Housing Regulations.
- Experience working with landlords and/or property management
- Placing homeless households with barriers into permanent housing, Housing First model
- Knowledge of Veteran services
- Database experience

This position is subject to funding through a federal grant.

Central Oregon Veterans Outreach is an equal opportunity, at-will, employer.

Full application information is available at <http://covo-us.org/about/careers/>