
SSVF Case Manager - COVO

The Supportive Services for Veteran Families (SSVF) Program is designed to serve very low-income, primarily homeless Veterans, and their families following the Housing First model. The SSVF case manager conducts comprehensive intake and assessments of client needs; develop, implement, monitor, evaluate individualized service plans with each client, develops relationships with partner agencies, utility providers, and landlords; and link each client with appropriate community supports to ensure their progress towards the individualized service plan goals, financial stability and other resources are met.

Primary responsibilities:

- Conduct assessment in areas of housing, behavioral and primary healthcare, social supports, parenting/childcare needs, skills required for successful tenancy, employment; make related, referrals; and provide follow-up services to individuals in appropriate treatment and social service needs are met, including legal services, credit repair services, and medical and behavioral healthcare services through VAMC or community resources.
- Screening, and enrollment upon determining eligibility, of incoming SSVF referrals
- Develop a trusting and working relationship with the veteran/veteran's family seeking help. Provide case management for clients by identifying SSVF participant's available resources, strengths and supports that can support the goals in his/her Housing Stabilization action plan, as well as any and risk factors and unmet service needs, that should be taken into account in the development, implementation and monitoring of the Housing Stabilization action plans to prevent homelessness and maintain a stable, permanent housing arrangement for the family.
- Provide timely, accurate and detailed supportive documentation according to the SSVF Program guidelines and to the COVO SSVF policies and procedures.
- Maintain all required SSVF documentation in participants' confidential case records, and enter all client information into the HMIS database in a timely and accurate fashion.
- Periodically monitor the participant's progress on the Housing Sustainability plan, and amend or extend the plan as needed (30, 60, 90 days) to ensure that participants have achieved their Housing Stabilization goals.
- Follow up with all SSVF participants monthly after their goals are met to assess whether they continue to maintain their permanent housing, 30, 60 and 90 days after stabilization. Work as part of the COVO team providing "client centered services" with all COVO staff members.
- Train in specialty area as determined by the needs of the program, i.e., housing, benefits, employment
- Perform outreach to the Veterans, potential clients, community stakeholders, subcontractors, and other agencies on the program and its requirements.
- Attend Veterans events, SSVF Program Trainings, and any other relevant training opportunities, as assigned to keep current on needs, solutions, and barriers.

Preferred Qualifications:

Bachelor's degree in a Human Service field of study (social work, counseling, psychology or related field)

Verifiable experience working with indigent and/or at-risk populations. can be a combination of internships, OJT and/or volunteer work).

Experience serving Veterans/Veteran families or homeless populations preferred

Experience and knowledge of VA services and benefit programs preferred

Knowledge of community resources in Central Oregon

Experience working with landlords and placing homeless households with barriers into permanent housing, knowledge of Landlord/Tenant Laws and Fair Housing Regulations

Required skills:

Excellent verbal and written communication skills.

Excellent computer skills including basic office programs and the ability to learn and utilize appropriate database programs.

Ability to work independently and as a part of a multi-disciplinary team.

Ability to relate effectively and without judgment to diverse individuals.

Valid Oregon Driver's License

Willing to travel to throughout the tri-county COVO service areas

All COVO staff must comply with all confidentiality standards and practices of both SSVF and COVO and must possess a professional demeanor and the ability to work with others under stressful conditions

Work Environment:

Office, off-site visits to participants and service providers, community partners, service organization, businesses and other community members.

Additional Duties:

The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.

This position is subject to funding through a federal grant.

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