



Community Service Council Job Description

Job Title: SSVF Housing Case Manager
Reports to: Program Director, Veteran Programs
Department: Veteran Programs, SSVF
Status: Regular, full-time

Purpose of Position:

The SSVF Housing Case Manager performs both case management and housing navigation for a case load of approximately 25–30 participants at any given time. This position plays a critical role by working with veterans and their families to obtain services and resources to assist with housing stabilization by offering support in obtaining permanent and affordable housing. This includes providing comprehensive care and support to participants including needs assessments, monitoring, providing case management services for each participant and continually advocating for participants with other service providers.

Essential Job Functions related to Housing Navigator responsibilities:

1. Conduct housing-related client intake and assessment, connecting clients to needed services and advocating for clients with providers as required.
2. Research private market landlord availability and supportive housing options, developing relationships with area landlords.
3. Assist clients with the housing search process by helping identify suitable housing options and accompanying them to view units.
4. Advocate for clients with landlords and assist with paperwork as needed.
5. Provide tenancy support, including tenant education, post-placement conflict resolution and mediation if needed.

Essential Job Functions related to Case Manager responsibilities:

1. Provide case management and on-going support through the housing assessment phase as well as after housing is established, meeting on a weekly basis until stabilized, and then as needed.
2. Provide follow-up and aftercare services for up to three months (upon housing), linking clients with resources for basic needs such as; financial planning, public benefits, behavioral health, family counseling, medical and dental care, education, transportation, and employment assistance.
3. Submit completed documentation requests to the Program Director or assigned Supportive Services staff to obtain financial assistance for veterans needing help with rent, utilities, deposits and other services related to obtaining housing.
4. Attend mandatory weekly team meetings and training as directed.
5. Complete required documentation per program directives.



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Required Qualifications:

Knowledge/Skill/Ability

- Extensive knowledge of housing market for area served along with a working knowledge of housing discrimination laws, landlord and tenant responsibilities, housing rights, and immigration law.
- Ability to develop rapport with clients from various backgrounds and prioritize client needs, planning services accordingly.
- Knowledge of community referral sources.
- Understanding of available substance abuse and mental health treatment options in the community serviced.
- Experience with working with homeless or at risk populations is beneficial.
- Experience with veterans is strongly preferred.
- Ability to work independently as well as with a core team.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Must possess excellent computer skills.

Education/Experience

- Minimum educational requirement is a bachelor's degree. Preferably in education, social services/human services, and/or criminal justice degree.
- Minimum of 2 years professional related experience is required.

Physical Requirements

- Sitting for relatively long periods of time, especially when returning phone calls
- Ability to walk medium distances
- Ability to drive to areas outside of primary office

Working Relationships

- Ability to work with veterans, diverse professionals, volunteers, students, and criminal defendants
- Must be able to work in a team environment
- Solution-oriented and positive outlook
- Responsive to supervisory direction and input

Special Job Dimensions

- Additional travel may be required for conferences, required meetings or other events
- Prefer veteran status and/or experience working with veterans and their families