Position: Case Manager
Department: Housing Division
Team: Supportive Services for Veterans Families (SSVF)
Supervisor: Program Coordinator
Revision Date: February 2020

Supportive Services for Veteran Families (SSVF) is designed to serve homeless and low-income Veterans and their Families to provide supportive services that promote housing stability. SSVF program is a nationwide effort funded by the Veteran Administration to tackle homelessness within the Veteran community.   Services offered to veterans and their families are: housing counseling for shelter assistance including rental properties; personal financial planning; transportation; and legal referrals. Additional supportive services will include, but are not limited to, employment preparation and income support services.

Purpose of Position
A **Case Manager** is responsible for program management which includes implementing program goals and objectives. The Case Manager conducts assessment, advocacy, counseling, education, training, home visits and interagency collaboration to ensure effective and efficient delivery of services to clients.

Essential Duties and Job Responsibilities
- Actively recruits and retains program clients.
- Organizes and implements creative programming that result in positive achievements for participant.
- Conduct outreach activities in Broward County on a regular basis
- Provides orientation and one-on-one-counseling to eligible clients in the economic services programs.
- Provides group education to program clients.
- Generates service plans, conducts case management and follow-up services on clients, as required by contract.
- Maintains accurate and complete files for program clients as related to services and activities.
- Overall responsibility for business subsection caseload of adult case management division
- Independent decision making with case management oversight.
- Ability to influence the hiring new staff.
- With collaboration, determines and approves operating plans, policies and procedures within adult case management division
- In the supervisor's absence, may serve as delegated supervisor overseeing project management and associated employees'.
- Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- Informs clients and families of support and referral services internal or external.
- Submits timely and accurate reports and data related to program and clients

Job Specifications and Requirements

- Bachelor's Degree required in the field of counseling, social work, education or related human service field.
- Past or present military service or at least 2 years' experience working within the Military/Veteran communities (Military family members are welcome to apply)
- At minimum, 2 years of adult direct service case management experience
- Knowledgeable in working with the homeless population
- Detailed knowledge and experience in case management and documentation.
- Must be passionate about serving veterans and their families
- Work some evenings and weekends for outreach events
- Ability to express ideas clearly in both written and oral communications.
- Proficient in time management to fulfill all tasks in a timely manner adhering to program guidelines and supervisory expectations
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- Must be computer literate with familiarity utilizing client management systems
- Must have outstanding organizational skills
- Must have excellent presentation skills.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Positive and team-oriented attitude
- Bilingual (English and Spanish or French or Creole) candidates preferred.

Other

- Must have a valid Florida driver's license and reliable transportation.
- Must pass a Level 2 background and drug screening.

Submit Cover Letter and Resume to:

via email:

hiring@ulbcfl.org

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