

Job Title: Supportive Services for Veteran Families
Program Services Specialist/Case Manager

FLSA: Full-Time/Non-exempt (40 hours per week)

Shift: Monday through Friday

Department: Programs/SSVF

EEO Job Classification: Professional

Reports to: SSVF Program Manager

Last Revised: January 20, 2015

Position Summary:

The primary duty of the Supportive Services for Veteran Families (SSVF) Program Services Specialist/Case Manager is to assist with the implementation of Front Steps' SSVF program by assisting with administrative tasks to document the financial expenditures of the SSVF grant and assist in documentation quality. The SSVF Program Services Specialist provides information and services to Veterans and their families experiencing homelessness or those who are at-risk of losing their housing in Austin/Travis County. As the initial point for contact for many individuals working with Front Steps SSVF, the SSVF Program Services Specialist is expected to demonstrate the highest level of professionalism and responsiveness when communicating with program applicants, staff, and community partners. The SSVF Program Services Specialist understands SSVF eligibility criteria, documentation and procedures related to program admission/rejection, recordkeeping, and the targeting of priority applicants and related program components. This position is also responsible for providing support to the SSVF Program Manager, and is expected to maintain a caseload of 10 clients.

Specific Duties, Functions, and Responsibilities:

- Conduct eligibility screenings and assessments of clients to develop housing plans for homelessness prevention and rapid rehousing through team-based outreach efforts, referrals from other Front Steps departments, community partners, and coordinated assessment referrals.
- Ensure that SSVF program eligibility criteria are met and that proper supporting documentation is collected.
- Maintain a caseload of at least 10-12 clients as determined by the program's needs, under the supervision of the SSVF Program Manager.
- Develop and monitor individual service plans with each client to meet basic needs and to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, and housing (with the general goal of housing stability) and will require recertification every 90 days.
- Travel within the Austin and surrounding areas to conduct home visits with clients and transport clients to other appointments, when needed.
- Respond to inquiries for information from clients, other service providers, and members of the public about the SSVF program and other services offered through Front Steps.
- Provide supportive services in implementing SSVF Program services for clients, including: eligibility and/or waiting lists, and other administrative duties. Verify all information, determine eligibility, make appropriate referrals, communicate with staff at other agencies or businesses, and ensure delivery of service.
- Work closely with case management staff and program manager to ensure that client usage data is documented regularly in various databases completely and accurately, as well as assist in maintaining complete and accurate records of any financial assistance, goods, and services rendered to clients.

Supportive Services for Veteran Families Program Services Specialist – Job Description

- Assist the SSVF Program Manager in preparing monthly and/or quarterly reports on client utilization and financial expenditures, as required by the agency and its funders.
- Maintain complete and accurate records (both electronic and hardcopy records) of all client contacts via client tracking systems and complete reporting requirements mandated by Front Steps, its funding sources, and other regulatory agencies in a timely manner. Manage client data by entering it in the Homeless Management Information System (HMIS). Client data should be entered in a timely manner.
- Perform administrative duties such as managing office expenses, additional funding sources, and compiling logs of checks issued and Visa expenditures.
- Research and regularly update resources available to clients served in the program. Maintain these and other lists according to program needs.
- Work in collaboration with SSVF Program Manager, team members, and community partners to discuss best practices for more effective service delivery to clients.
- Attend agency staff meetings and other community meetings, as required.

Other General Duties, Functions, and Responsibilities:

- Provide support services, including, but not limited to: performing regular and ongoing file audits of all clients served in the SSVF program through Front Steps; working with Front Steps and HMIS staff to identify and address data corrections that may be needed to ensure accurate reporting in a timely manner to meet reporting deadlines, other support services as assigned.
- Perform clerical duties, including, but not limited to gathering eligibility documents, filing, editing documents.
- Participate in inter-agency collaborations to communicate resources, share information, and problem-solve difficult client issues.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field; professional experience in human services or closely related field may be considered in lieu of formal education.
- Previous or current professional experience working with the transitionally and chronically homeless or other special needs populations.
- Ability to establish rapport, trust, and boundaries with clients, and excellent customer service skills.
- Ability to follow detailed instructions and work independently with minimum of supervision.
- Ability to communicate effectively, both in written and verbal communications.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Reliable transportation.
- Valid driver's license.

Preferred knowledge, skills, and abilities:

- Master's degree in Social Work or related field highly preferred.
- Case management experience working with the transitionally and chronically homeless or other special needs populations. Experience working with Veterans and their families highly preferred.
- 2 years' administrative experience.
- Detail-oriented

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- Ability to prioritize tasks and work in a fast paced environment
- Flexible and team-oriented
- Experience in using a Homeless Management Information System (HMIS)
- Knowledge of local community resources
- Bilingual (Spanish and English and/or ASL and English)