

HOPE Atlanta Job Description

Title: SSVF Case Manager

I. Job Purpose/Description:

A full-time position providing case management services and eligibility screening to veterans in the Supportive Services for Veteran Families Program. Flexible hours, including occasional evenings and weekends and an ability to travel within the service delivery areas are required.

II. Reports To: SSVF Program Administrator

III. Job Responsibilities:

- Provides eligibility screening and assessment to veterans and collects and maintains accurate and detailed records.
- Coordinates and monitors all aspects of service delivery including intake, assessment, recommendations on housing stabilization, treatment planning, budgeting, case conferences, referrals for adjunctive services, family meetings, group work, individual counseling, advocacy, and liaison with other community agencies.
- Ensures all participants are recertified as required by the grant guidelines.
- Documents service delivery and maintains accurate and timely documentation and is responsible for consumer confidentiality. Enters veteran information into Clienttrack HMIS either in real time or 48 hours of activity including monitoring and documenting progress of veterans and outcomes.
- Tracks intake, contact and temporary financial assistance in the Clienttrack HMIS tracking system in a timely and accurate manner.
- Create vouchers to third party vendors for temporary financial assistance.
- Conducts comprehensive veteran assessments to collect financial, environmental, psychosocial, employment, educational, housing and health information as appropriate to develop an Individual Service Plan.
- Ensures accuracy and consistency with the agencies fiscal and billing procedures.
- Participates in all appropriate staff, supervision, and training meetings.
- Assumes other duties as assigned by the SSVF Program Administrator and Senior Management.

IV. Qualifications:

- Bachelor's Degree in Social Work, Psychology or in related field of social services.
- Mental health/human services experience preferred.
- Experience working with veterans preferred.
- Must possess a valid GA driver's license, with a good driving record.
- Must have knowledge of homeless issues, skill in community resource development, be well organized, a self-starter, and able to work as a member of a team.