

Case Manager & Service Coordinator at WNY Veterans Housing Coalition, Inc.

2017

JOB SUMMARY

To perform case management functions required by the Continuum of Care Grant (CoC), and HUD PRAC 811 property. Responsible for all homeless prevention activities including collaboration with other service providers and agencies along with all veterans' agencies.

Case Management – meeting with residents on a regular basis, which includes linking residents to appropriate community/veteran based health and human services, monitoring their progress and follow through on a consistent basis to ensure all their needs are met.

Educational Support – partnering with other community agencies to provide informational/educational workshops on-site for the residents.

Assistance with Financial/Legal Paperwork – including referral and/or completion of paperwork related to benefits/entitlement programs, discounted utility programs, social service programs, healthcare/prescription plans, living wills or advanced directives.

Employment – provide assistance in search of employment opportunities. Providing job postings and referrals as needed.

Advocacy – to ensure the residents receive the appropriate services needed and in a timely manner.

Essential Functions:

- Establish and maintain an effective CoC outreach program by networking with the full range of providers who may refer potentially eligible applicants. Educate outreach providers about the types of disabilities served; criteria for documenting homelessness; the intake assessment form; types of housing available; homeless prevention services; relapse prevention; and requirements for continued participation (compliance with a service plan). Knowledge of BAS_NET preferred but not required.
- Develop a short term service plan during the initial intake process to identify goals and teach the resident how to achieve them. After the resident is engaged in services, a long term service plan will be developed to detail resident and service coordinator actions necessary to achieve these goals. Meet with the residents frequently in the early stages of their program participation, and then met with them at least monthly in the long term plan.
- Arrange for and/or locate appropriate housing for CoC participants and act as liaison with landlords for those in scattered sites.
- Coordinate additional case management with other agencies through memorandum of understanding
- Responsible for compliance with all requirements in the CoC grant award, HUD manual 4350.3; CoC regulations and reporting
- Complete any required reports, quarterly and annual, and assist in the writing of these grants for the continued renewal of funds
- Develop and maintain a database of all human services, emergency shelters, food pantries and other similar local agencies

- Maintain case management files including written documentation of all counseling sessions, conversations, meeting notes on all Shelter + Care and HUD residents
- Continued updates of Bas –Net and all required monthly, quarterly and annual reporting.
- Attend all meetings with Homeless Alliance, Veterans agencies and any required meetings and workshops.
- Assistance with the annual Veterans Stand Down and Female Veterans programs
- Meet with Property/Site Manager(s) and other staff as required on a regular basis to discuss residents
- Coordinate activities for the residents
- Maintain the Donation Center
- Assist with Property Management compliance as needed
- Perform other duties as assigned.