



JOB ANNOUNCEMENT

Case Manager – Supportive Services for Veteran Families	
Douglas County	
Housing Stabilization	Closing Date: Open Until Filled
Budgeted Hours: 40 hrs/wk-Exempt	Salary: \$14.00 - \$18.45 Plus generous benefit package

DRIVING RECORD: Applicants selected for interview will be required to bring to the interview a recent Court Print driving history obtained from the DMV. Please allow 3-5 days for delivery and longer for out of state.

BACKGROUND CHECK: Must be able to pass a criminal background check.

THE POSITION: In direct service to veterans and families, provide case management, develop support services and make appropriate community referrals to address individual needs of the family. Focus on the rapid rehousing supports and linkages to aid homeless veterans & families and/or unstably housed veterans and families. Provide intake, data collection and verification, eligibility determination, data entry, information and referral, information compilation, maintain files and other information for UCAN emergency services programs, i.e.: homeless assistance, rent/mortgage assistance. **Essential Functions of the Job:** 1. Interview applicants to determine eligibility for services. Explain program, gather and verify information given and determine eligibility for services following guidelines of programs. Assist applicants in completion of applications. Process paperwork correctly and in a timely manner. 2. Assist the family to assess their needs and develop a family plan of both short-term and long-term goals and work plan to meet those needs. 3. Evaluate each family's progress from transitional housing and services to self-sufficiency and stabilization. Work with participants to help them develop the skills needed to assume responsibility for choices and progress. Assist participants in completion of applications for services. 4. Provide assistance in acquiring safe, affordable and stable housing. 5. Provide training on money management, tenant rights and responsibilities, property care, maintenance, and to coordinate other educational services. 6. Remain aware of community resources; establish and maintain rapport with community partners and vendors. Provide housing information, community resource identification and referral, networking, linkages and advocacy to other community resources. Work with area landlords to establish partnerships. 7. Provide follow-up services and a supportive network to encourage family stabilization and self-reliance. 8. Collect data needed for completion of program reports. Enter data into the HMIS system. Maintain accurate files assuring all information is entered into the programs data base in a timely fashion. Provide information and reports to Supervisor as scheduled or requested. **NOTE:** Regular and consistent attendance is required. Hours of work are during normal business hours and may require occasional evenings and weekends. Travel is required to support UCAN Case Management program in Douglas and Josephine Counties.

MINIMUM QUALIFICATIONS: Demonstrated competency found commonly through achieved Associates degree in social services, education or related field OR four years progressively responsible work-related experience in human service delivery coordination OR satisfactory equivalent combination of experience and training upon screening. At time of appointment, must possess valid Oregon driver's license. Driving record must meet required criteria. Must pass criminal background check.

In addition to the above, applications will receive further evaluation based on the following: **Knowledge of:** Considerable knowledge of community resources; considerable knowledge of and experience in empowering individuals, understanding of low income/homeless people and the causes of poverty and homelessness; reasonable knowledge of general office practices and procedures; reasonable knowledge of systematic filing and retrieval processes or systems; reasonable knowledge of word processing; reasonable knowledge of English composition, spelling, grammar and arithmetic; basic knowledge of general recordkeeping and bookkeeping processes. **Skill in:** Working with people in crisis; organizational skills; good record keeping skills. Entering data rapidly and accurately; use of office equipment which includes automated equipment and other copying equipment; organizational skills; use of spreadsheets, MS-Word, and other commonly used computer programs. **Ability to:** Communicate effectively in both oral and written forms; maintain confidentiality; make decisions independently in accordance with established policies, and use initiative and judgment in carrying out tasks and responsibilities; establish and maintain records, reports and statistical data; represent program in a variety of settings; maintain confidentiality; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with coworkers, families, community partners and the public. Must follow all safety rules and practices, and perform work in a safe manner.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work will require bending, carrying, keyboarding, lifting up to 25 pounds (occasionally more), pushing, pulling, reaching, sitting, standing and walking. Work is typically performed under reasonable good working conditions. Work requires continuous mental and/or visual attention.

APPLY ON LINE OR SUBMIT COMPLETED UCAN APPLICATION TO:
 UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470
 541-492-3913 FAX 541-492-3921
 Online: Application on website: www.ucancap.org
 EQUAL OPPORTUNITY EMPLOYER & PROVIDER