



Veteran Case Manager
Salary: \$16.10 - \$20.10 Hourly

Veteran Case Manager – Douglas and Josephine County, Oregon

Full Time - 40 Hours per Week

Department: Housing Stabilization

This Position: Are you passionate about serving those in your community who are in need of stable housing? United Community Action Network has an immediate opening for a **Full Time Veteran Case Manager** position to serve its programs across **Douglas and Josephine County, Oregon**.

Full Time Position / Position works 40 hours per week.

The Veteran Case Manager's primary purpose is to provide case management services to help homeless and unstably housed veteran's access housing and become stable in their housing across Douglas and Josephine County.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Provide outreach services for homeless population including veterans and/or families. Interview homeless population including veterans and/or families of veterans coming to UCAN for services. Assess needs of homeless consumers, educate, explain and refer to community resources. Provide emergency services. Provide pathways to securing eligibility and identification of service documents to access housing and other benefits as deemed appropriate. Follow-up with clients; which provides a supportive network to ensure stabilization and self-sufficiency
- Interview applicants to ensure continued 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.
- Assist participants to assess their needs and develop a plan of both short-term and long-term goals and work plan to meet those needs.
- Evaluate progress from point of entry toward 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.
- Provide assistance in acquiring safe, affordable and stable housing. Advocate and provide referrals to other programs and services.
- Provide training on money management, tenant rights and responsibilities, property care, maintenance, and other topics to support families in obtaining and maintaining stable housing.
- 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.
- Provide follow-up services and a supportive network to encourage family stabilization and self-reliance.
- 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 database in a timely fashion. Provide information and reports to Supervisor as scheduled or requested.
- ✓ **Regular and consistent attendance is required.**

POSITION REQUIREMENTS

Minimum Qualifications:

- 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. Finalist must provide court print driving record that meets the requirements of the UCAN Driver Policy as part of contingent offer of employment.
- At time of appointment, must pass criminal background check and successfully meet all screening standards when required by department funding source(s).
- 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.
- 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.



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- Ideal candidate should possess the ability to communicate effectively in both oral and written forms; maintain confidentiality; develop and implement operational and administrative policies; analyze and evaluate operations and develop and implement corrective action to resolve problems; establish and maintain recordkeeping systems and reports; make decisions independently in accordance with established policies and procedures, establish new policies; motivate and lead support staff using a collaborative team approach; utilize problem identification and resolution techniques; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with and build and maintain positive working relationships with coworkers, state and federal officials, community partners, clients and the public. Must follow all safety rules and practices, and perform work in a safe manner.

SUBMIT COMPLETED UCAN APPLICATION TO: ucan.employment@ucan.org
UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470
Phone: 541-492-3913 FAX: 541-492-3921

UCAN is an Equal Opportunity Employer.

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources:
ucanhr@ucan.org