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## JOB OPENING

**Job Title:** CASE MANAGER - SSVF  
**Department:** Operations  
**Reports To:** Program Manager  
**Classification:** Non-Exempt  
**Location:** Bridgeport, CT

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### SUMMARY

The Case Manager position is a holistic and comprehensive approach to servicing Veterans. From inception through exit, the Veteran is assigned a Case Manager which provides for a more efficient, consistent and uniform approach for providing services. The Case Manager must successfully conduct outreach at traditional and nontraditional sites to recruit homeless veterans and “at-risk” Veterans and their households located in Southwest Connecticut. This position is responsible for enrolling veterans in SSVF and assisting in overcoming barriers, obtaining supportive services, benefits and stabilization housing. The Case Manager will also be charged with building community relationships to further recruiting. This position is also required to refer participants to training and provide job search assistance to place individuals in competitive unsubsidized employment. The Case manager position is responsible for the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Conduct outreach by traveling to Veteran households, VA emergency shelters, transitional housing and community locations to engage homeless and “at risk” veteran families for referrals.
2. Develop relationships with regional community and faith-based organizations, the local Continuum of Care, housing providers, education providers, offices of Veterans Affairs, shelters, soup kitchens, libraries, law enforcement and other organizations that can be a source of participants.
3. Screen and conduct initial eligibility using program guidelines.
4. Secure and process participant information during intake and the application process.
5. Refer ineligible applicants to appropriate programs and services.
6. Conduct personal interviews with eligible Veterans to assess housing and supportive service needs and other benefit programs in order to prepare Housing Stabilization Plans. Provide services as appropriate.

7. Provide case management services, develop and monitor housing stability plans establishing community linkages, and provide referrals and determine how resources will be allocated to participants.
8. As appropriate, inspect housing facilities for safety issues, concerns and inadequacies in security measures.
9. Request financial assistance payments from The WorkPlace for housing and supportive service needs for participants. Follow up to ensure timely payment to vendors and delivery of services to participants.
10. Administer Participant Satisfaction surveys within thirty (30) days of the participant's discharge from the program.
11. Educate landlords in the community about the SSVF program and services; provide support to the family and the landlord to promote successful tenancy.
12. Become proficient in and use appropriate program data systems to screen applicants for State entitlements.
13. Track and report progress and outcomes and measures using the Homeless Management Information System (HMIS) database.
14. Develop and maintain a list of appropriate affordable housing units specifically designated for families in need of housing.
15. Report progress at monthly SSVF meetings, continuum of Care (CoC) and coordinated Access meetings, as appropriate.
16. Refer veterans to the VA and other agencies for services not provided through SSVF.
17. Provide employment counseling services to participants, including arranging assessments, workshop attendance, occupational training decisions, enrollment in training, monitoring, and follow-up as required.
18. Develop a mutually agreed upon Employment/Career Plan to identify the participant's short term and long-term objectives; update plan as needed.
19. Develop partnerships with employers and with education and training providers to facilitate delivery of program services and assure positive outcomes for participants.
20. Maintain applicant/participant confidentiality by securing hard copy files in locked cabinets and electronic records password protected.
21. Maintain contemporaneous records of specified, relevant participant activities.
22. Attend relevant professional development training as assigned.
23. Interpret federal and state laws and regulations as appropriate.
24. Perform other job duties as assigned by supervision.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for own work and not normally required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform work.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Honorably discharged veteran preferred.

## **EDUCATION and/or EXPERIENCE**

Associate's degree or equivalent from two-year college or technical school; one to two years of related experience and/or training; or training; or equivalent combination of education and experience. Hiring preference to honorably discharged veterans. Prior experience with Housing First and Rapid Rehousing preferred.

## **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word and Excel, etc. ; knowledge of HMIS a plus.

## **OTHER SKILLS AND ABILITIES**

SSI/SSDI Outreach Access and Recovery (SOAR) Certification recommended.

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

[lkelman@workplace.org](mailto:lkelman@workplace.org)