

# Off-Campus Employment

*Job posted on 2013-09-25 by joanna.distefano; posting expires on 2013-10-25*

**Employer:** Helping Heroes

**Position:** Case Manager and Outreach Specialist

**Job Description:** Full Time, Permanent,

Helping Heroes, is a community based, non-profit facility. It provides support services and resources to homeless and near homeless veterans in order to transition them to, or maintain self-sufficiency. Our SSVF Program (Supportive Services for Veteran Families) provides temporary housing assistance in conjunction with comprehensive case management to veterans with families who are homeless or are facing a housing crisis.

Helping Heroes is hiring a Case Manager/Outreach Specialist to work with the SSVF program. Salary is firm- \$27,000.

No health benefits. The SSVF Case Manager/Outreach Specialist duties are summarized as:

Outreach Specialist duties include:

- Provide outreach services to very low-income Veteran families™ throughout the northern panhandle of WV to promote housing stability.
- Identify and contact key outreach and referral sources
- Assist the program director in conducting and coordinating outreach activities with the VA, public agencies and community based organizations, including local VA, Veterans Justice Outreach Program, Veterans Health Administration, Veterans Benefit Administration, Veterans Courts, and others.
- Assist in the development and distribute outreach materials.

Case management services including:

- Assist participants in obtaining VA benefits and other public benefits such as health care services, daily living services, personal financial planning services, transportation, fiduciary and payee services, legal services, child care, housing counseling services, and temporary financial assistance.
- Conducts comprehensive screenings and assessments with veterans to collect functional, environmental, financial, employment, housing, educational, and health information, as appropriate, to develop a case plan.
- Provides service linkages and support systems for veterans and their families, including for children and adolescents, to ensure identified needs are met
- Makes referrals to supportive services such as job developers, social workers and health care providers as deemed

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necessary

- Develops support systems to meet veteran and family needs; coordinates and facilitates move-in activities, rental negotiations, and service referrals as required.
- May make home and field visits
- Provide supportive counseling and advocacy for families; provides crisis intervention, if needed.
- Complete on-going record keeping and maintenance of statistical data. This individual must demonstrate the ability to report directly to the SSVF Program Manager and must also participate in annual inspections conducted by funding agencies.

**Qualifications:** Required qualifications for this position include:

- At minimum a bachelor's degree in social work or human service field
- 1 - 3 years experience working with veterans and
- 1-3 years experience working with the homeless population
- Experience working with people in recovery
- Proven ability to develop relationships with families as well as a wide variety of service stakeholders (VA, schools, health and public benefit agencies
- Provide thorough and comprehensive documentation of services in a timely manner
- Work independently on identified case management needs
- Computer proficiency in Microsoft Office Suite
- Hold a valid driver's license and be willing and able to travel.

Additional Requirements:

- US Armed Forces veteran preferred
- Social Work License preferred
- Submit to a criminal background check

**Preferred Major(s):** Psychology/Sociology;

**Application Instructions:** Resume, Cover letter and 3 references to



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ATTN: Susan Harrison,

Executive Director Helping Heroes

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