



Assistant Case Manager

Department: Transitional Housing **Job Status:** Full-Time
FLSA Status: Non-Exempt **Reports To:** ACM Supervisor
Grade/Level: High School Diploma **Amount of Travel Required:** Not Applicable
Work Schedule: Flexible Hours **Positions Supervised:** None
(nights/weekends/holidays)

POSITION SUMMARY

The purpose of the Assistant Case Manager is to work as a member of our team to enhance the quality of life for our veterans while supporting the mission of the organization. The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of our Veterans. It is crucial that an individual be able to relate well to others and handle administrative responsibilities. The Assistant Case Manager is more than just a friendly presence; she/he is the crucial link in creating an environment in which our Veterans heal, grow and prepare to re-enter society as productive, self-sufficient individuals.

ESSENTIAL FUNCTIONS

- Acts as the primary van driver when on duty and provides transportation services to Veterans Place client Veterans according to program, appointment and community needs.
- Assesses needs and interests of Veterans Place residents by interacting with them on a regular basis.
- Initiates programs, activities and community development that address the social, recreational, educational and development aspects of the residents' lives and promote positive relationships, sobriety and supportive community engagement.
- Assists with orientation and welcoming of new residents.
- Works with staff members to promote responsible living and a culture of sobriety at Veterans Place.
- Assists in collection and delivery of drug screen samples to the Veterans Administration for processing.
- Monitors physical facilities, conducts building rounds as needed and performs light maintenance and grounds tasks (e.g. switching blown breakers, spreading salt on iced walkways, etc.).
- Communicates important and arising issues to ACM Supervisor and, where needed, participates in development of an appropriate course of action.



- Acts as a positive role model in both professional and personal behavior for other residents.
- Communicate policies and the rationale behind them to residents.
- Participate in administrative, staff, clinical, and in-service activities and training as required.
- Perform case finding functions and outreach, identifying and screening patients for psychosocial needs.
- Conduct psychosocial assessments and develop treatment plans in collaboration with the veteran and other provider organizations including the Veterans Administration.
- Coordinate referrals of Veterans to the Veterans Administration and other community based providers for additional services based on needs and eligibility (this includes expanding the existing referral network as necessary).
- Exercise and coordinate a variety of individual and group counseling techniques that are evidence based and demonstrate good clinical practice.
- Maintain case records in accordance with program guidelines and professional requirements.
- Implement legal and ethical standards of service delivery, privacy and confidentiality, complying with all applicable regulations.
- Other duties as requested.

SKILLS

- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.



ABILITIES

- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

PHYSICAL/ENVIRONMENTAL DEMANDS

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.; Outdoors exposed to changing weather conditions (for instance, rain, sun, snow, wind, etc.); Outdoors but in an enclosed vehicle protected from extreme weather conditions.
- Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature.
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Close vision (clear vision at 20 inches or less) especially working with computers/monitors; and that required for driving.
- Moderate noise (examples: business office with computers and printers, light traffic)



POSITION QUALIFICATIONS

- Required Education — High School Diploma or equivalent
- Required Experience — 1+ Years Related Experience with preference in customer service/working with the public, preferred
- Required Proficiencies – Microsoft Office Products
- Driver’s License – Valid PA license required
- Certificates, Licenses – CPR, Mental Health, First Aid
- Veteran Status — Preferred
- Must be able to pass a pre-employment drug screen.

Prepared by : _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

Veterans Place of Washington Boulevard has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Veterans Place of Washington Boulevard, Inc. is an Equal Opportunity Employer