



**Mid-Columbia
Community
Action Council**

**Mid-Columbia Community Action Council Serving Hood
River, Wasco, and Sherman Counties**
312 E. 4th St, The Dalles, OR 97058 606 State St,
Suite 1B, Hood River, OR 97031
Tel: (541) 298-5131
www.MCCAC.com

Job Title: Supportive Services for Veteran Families Case Manager

Why work at MCCAC?

Mid-Columbia Community Action Council (MCCAC), located in heart of the beautiful Columbia River Gorge, serves Hood River, Wasco and Sherman Counties. MCCAC offers programs and services to ensure our most vulnerable community members have access to healthy, safe, stable and affordable housing. This is accomplished through our housing, shelter, energy/utility payment assistance and weatherization programs. MCCAC's mission is to build a better future for our community through partnership and equity-centered programs that prevent and eliminate poverty and homelessness.

Job Purpose:

The Supportive Services for Veteran Families (SSVF) Case Manager will play a key role in working to end Veteran homelessness through case management and outreach in the MCCAC service area. The position will collaborate with other Veteran service providers, culturally specific organizations and other community-based organizations to ensure that Veterans have access to the resources need to regain and maintain housing stability.

Duties, Tasks, and Responsibilities:

Program Administration

- Identification of houseless Veterans in Wasco, Hood River and Sherman counties, through direct outreach activities and referrals from shelters, law enforcement, faith-based organizations, culturally specific organizations, social service providers, Veterans Service Offices, employment specialists, physical and behavioral health care providers and community-based organizations
- Interview, screen and determine eligibility of houseless Veterans for all federal and state assistance programs, including the SSVF program.
- Provide case management for SSVF eligible Veterans.
- Link SSVF program participants to all available community resources that will assist in housing stability and increase household income.
- Coordinate services to Black, Indigenous and Veterans of Color and LGBTQ+ Veterans through partnerships with culturally specific organizations and other organizations providing services specific to these community members
- Utilize Rapid Rehousing, Trauma Informed Care and Housing First approaches to serve clients
- Assist in connecting clients with employment related resources

Program Compliance:

- Ensures data and file quality for all clients served
- Enter client specific data into the Homeless Management Information System data base system, for tracking and reporting purposes.
- Ensures compliance with all contractual requirements for the SSVF programs

- Assures that all required systems and records are maintained and up-to-date

Liaison/Public Relations:

- Represents MCCAC in local, state, regional, and national forums, acting as a conduit for input and information, promoting innovation at all levels, and effectively advocating Veteran populations at-risk of or experiencing homelessness
- Collaborates with community partners to provide wraparound services to SSVF clients
- Networks with SSVF providers across the state to identify best practices and innovative techniques for serving Veterans
- Develop and manage relationships with landlords and property management companies to assist in the housing stability of Veterans

Financial Management:

- Works with the SSVF Program Manager and Fiscal Manager to manage the SSVF program budget
- Submits requests for fund reimbursement to funders
- Assures that required fiscal reports are monitored and submitted as required by each funding source
- Keeps the agency Executive Director and Finance Manager informed of all fiscal compliance requirements and/or risks
- Preparation of financial reports for reporting and grant development purposes

Knowledge, Skills, and Abilities:

- Skills, knowledge, and abilities in areas of Veteran services, client advocacy, equity and racial justice and homeless service delivery –OR demonstrated ability to learn quickly
- Knowledge of Veteran's Affairs (VA), Department of Housing and Urban Development (HUD) and State of Oregon programs that assist Veterans strongly preferred
- Ability to leverage multiple funding sources to serve clients
- Excellent oral and written communication skills
- Organized, accurate and concise with attention to detail
- Excellent leadership, team building and problem-solving skills
- Proficiency in Microsoft Office platforms. Homeless Management Information System (HMIS) experience a plus.
- Bilingual in Spanish a plus.

Qualifications:

- Degree in a field with demonstrated relevance to mission a plus (for example, social welfare, public administration, social work, human services). Minimum of High School diploma or GED equivalent required.
- Experience in homeless or social service programs
- Knowledge of the Mid-Columbia Gorge region's rental housing market
- Demonstrated success working with vulnerable populations
- Knowledge of landlords and property managers in the area to help facilitate finding permanent housing for SSVF clients

Position Details:

- The position requires some overnight and out of area travel.
- This position is rated as active with frequent kneeling, stooping, bending, and sitting, regularly requires the individual to lift 30 pounds
- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- Prior to date of hire, and throughout employment certification of the following are required:
 - Valid driver's license

- Proof of current auto insurance
- MCCAC is an equal employment opportunity provider.
- Location: Hood River and The Dalles
- Fair Labor Standards Classification: Full-Time, Exempt, this is an interim position from October 1, 2022-October 1, 2023 with the possibility of extension, depending on funding.
- Reports to: SSVF Program Manager

Salary and Benefits Information

Annual Salary: \$42,800 with an additional 3% for successful bilingual candidates

- Benefits: MCCAC offers an excellent benefits package including Blue Cross medical insurance with the agency covering 90% for employees and dependents. Dental and vision coverage. Life insurance, 401k, paid vacation and sick leave.

To Apply

Submit resume and cover letter to mmason@mccac.com. Cover letters should include why you are uniquely qualified to serve in the position and what strengths you would bring to the role.

Veterans, people of color and people with lived experience with homelessness are encouraged to apply.

Position will remain open until filled.