

Mid-Columbia Community Action Council

JOB DESCRIPTION

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, energy/utility payment assistance and weatherization programs. MCCAC envisions a thriving community where our friends and neighbors have opportunities to be successful and thrive.

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

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- 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 Coordinator, Housing Stabilization 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 demonstrated abilities in areas of Veteran services, client advocacy, equity and racial justice and homeless service delivery
- Knowledge of Veteran's Affairs (VA), Department of Housing and Urban Development (HUD) and State of Oregon programs that assist Veterans
- 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 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 current best practices related to housing and homelessness

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
- Reports to: SSVF Program Coordinator

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Salary and Benefits Information

Annual Salary: \$36,000

- 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 klapoint@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 are encouraged to apply.

Position will remain open until filled. First round interviews will occur the week of January 25th, 2021