



## Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

### POSITION ANNOUNCEMENT

**Position:** Support Services Case Manager/HealthCare Navigator  
**Department:** Community Services  
**Reports To:** SSVF Program Coordinator  
**FSLA Status:** Non- Exempt

**SUMMARY/OBJECTIVE:** To provide supportive services to veterans and their families enrolled in HRCAP Support Services for Veteran Families Program (SSVF), and in addition to ensure appropriate health care coordination with the VAMC, and other healthcare systems for Veterans enrolled in HRCAP Support Services for Veteran Families Program (SSVF). Performs supportive services for eligible veterans and their families enrolled in the SSVF program. Supportive services include case management, outreach, assistance in obtaining VA benefits, assistance in accessing mainstream benefits, as well as providing temporary financial assistance with rent, and utility that will help veteran households with rehousing, and homeless prevention. Serving as a referral source to HRCAP programs and as a link to community-based and mainstream resources and cultivating partner relationships. In addition, performs data entry for eligible veterans and their families enrolled in the SSVF program. Ensure that enrolled veteran in SSVF receive appropriate healthcare coordination with VAMC, and other healthcare systems as needed.

**EDUCATION and/or EXPERIENCE:** Minimum of a Bachelor's Degree in Social Work, Human Services, Counseling or related field and 2-5 years of experience working in a social services setting. Experience working with Homeless population preferred. Experience with program eligibility evaluations. Experience working with Veterans, their families, and health care teams. Proficiency in MS Office-Excel, PowerPoint, and Word. Adept at networking, building relationships, and community engagement. Experience working with service providers to deliver solutions that meet internal and external objectives. Compassion to work with the homeless population without judging. Criminal record check, driving record and credit report required for employment

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty to a high standard. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function: Must have an agreeable personality and work in an intense work situation. Requires application of general counseling skills. Have knowledge of area services, programs, organizations and agencies that help veterans and their families, as well as providing services to low-income or very low-income individuals in need. Requires good writing and presentation skills. Ability to motivate individuals to action. Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS. Ability to analyze and reason; a critical and creative thinker. Ability to develop a plan of action and follow through to completion. Ability to handle multiple tasks and mitigate crisis situations. Ability to be flexible and willingness to adapt to different project perimeters. Ability to work alone, as well as on a team. Position may require long hours standing, and some light to medium lifting – up to 20 pounds. Must possess and maintain a valid Virginia Operator's License.

**Salary:** \$32,346 annually; Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: <http://www.hrcapinc.org> to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until positions are filled.