



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Description Supportive Services Case Manager

PURPOSE OF POSITION: To provide case management services to clients of the Supportive Services for Veteran Families Program

SUPERVISOR: Supportive Services Program Coordinator

QUALIFICATIONS:

- Requires an Associate's Degree in Social Work, Human Services, Counseling, or related field and 1 year of experience working in a social services setting. Experience working with Veterans preferred.
- Must have an agreeable personality and work in a fast-paced and intense work situation.
- Requires general counseling experience.
- 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.
- Experience or knowledge in assisting veterans and their families as well as providing services to low-income or very low-income individuals.
- Position may require long hours standing, and some light to medium lifting – up to 20 pounds.
- Must have and maintain a valid Virginia Operator's License.

ABILITIES:

- Ability to motivate, talk, listen and comprehend people from varied life positions.
- 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.
- Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS.

DUTIES:

- To recruit, interview, assess and assist clients and potential clients of the Supportive Services for Veteran Families Program.
- To select clients for program participation.
- To conduct individual assessments to determine the client's need for assistance in obtaining VA benefits.
- To assist clients in obtaining and coordinating other public benefits and economic stability assistance in the form of rental, mortgage or utility payments.
- To provide assistance in setting up a progress plan that will guide the client's progress through the program and provide a means of measuring success.

- To inform clients of the program activities they are expected to participate in and provide referrals as necessary to other agencies, programs and partners.
- To maintain client files, collect required information on selection criteria, program progress and designated program outcomes.
- To conduct follow-ups to ensure continued client progress and provide additional services if necessary.
- To conduct close out of client case files.
- To performing other duties as assigned.

Salary: \$37,953 annually; Forty (40) hours per week with Benefits.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: 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

Closing Date: Applications accepted until filled.