



## POSITION DESCRIPTION

**Position:** Veterans Services Case Manager  
**Supervisor:** Veterans Services Manager  
**Hours:** Full Time, typically normal business hours Monday through Friday. Some evening and weekend work may be required.  
**Wage:** \$16.00 Hourly  
Eligible for Linguist Differential  
**Benefits:** Full Benefit Package

## GENERAL RESPONSIBILITIES

Provide comprehensive case management services to access, shelter and retention clients, focusing on housing placement and stability, client engagement, and socialization within the community.

The Transition Projects Case Management program covers three distinct areas of client service: Access, Housing and Retention. Employees hired as Case Managers are expected to be able and willing to perform the duties of each of these functions and may have duty priorities adjusted as needed. Duties may take place at any of our service sites.

## SPECIFIC RESPONSIBILITIES:

### **Access, Housing, and Retention:**

1. Assist in the development and implementation of individual goals and objectives to attain stability, housing and ultimately maintain self- sufficiency.
2. Address barriers to individual goals and objectives including (but not limited to) - mental health, substance use, income development, tenant education, socialization, basic needs.
3. Identify, locate and coordinate delivery of services for clients.
4. Meet with residents as needed to provide and coordinate delivery of services.
5. Coordinate with agency staff to provide consistent quality and comprehensive services to clients.
6. Develop and maintain relations with community resources to assure service availability to clients.
7. Create and maintain relationships and resource knowledge specific to the population served.
8. Coordinate housing placement and retention services.
9. Conduct home visits (this duty requires the ability to operate the agency automobile).

### **General:**

1. Attend staff meetings, case management meetings and partner meetings as assigned.
2. Maintain accurate, updated and comprehensive client files.

3. Maintain accurate and updated documentation of services in HMIS.
4. Adhere to allocated budgetary guidelines.
5. Provide monthly Case Management Reports as requested.
6. Facilitate groups such as Retention, Men's and Women's Engagement, etc.
7. Follow Case Management Best Practices.
8. Other duties as assigned.

**PERFORMANCE RESPONSIBILITIES:**

**Each Transition Projects employee must:**

1. Represent the organization professionally at all times.
2. Provide positive role models to residents, tenants and clients.
3. Maintain positive relations with clients, volunteers, co-workers, staff from other agencies, agency funders, and the general public.
4. Be tested for TB within 2 weeks of hire and be retested at least annually thereafter throughout employment.
5. Demonstrate effective communication skills by conveying necessary information accurately, listening effectively and asking questions when clarification is needed.
6. Plan and organize work effectively and ensure its completion.
7. Exercise necessary cost control measures.
8. Demonstrate reliability by being present for work as scheduled, arriving and leaving on time and taking breaks in expected time frames.
9. Interact effectively with persons of diverse ethnic backgrounds, religious views, cultural backgrounds, and sexual orientations and treat each individual with respect and dignity.
10. Demonstrate team behavior and promote a team-oriented environment.
11. Demonstrate initiative.
12. Participate in ongoing development and improvement of all program processes and relationships.

**PHYSICAL/MENTAL REQUIREMENTS:** The physical and mental demands described here are representative of those that must be met by an employee, with or without accommodation, to successfully perform the essential functions of this job.

1. Hearing and vision adequate for interaction with clients, interaction with staff and interaction with the general public.
2. Hearing adequate for telephone work. Vision adequate for close work.
3. Hand and finger dexterity adequate to operate standard office equipment.
4. Ability to walk, bend, stand, sit, reach, stoop, pull, sit, squat, and climb stairs.
5. Sitting at a desk completing paperwork and working on a computer for lengthy periods.
6. Mobility to allow responsive traveling to client residences located around the metro area.
7. Reasoning ability to make decisions that reflect consistency with Transition Projects philosophy, policies and procedures.

**MINIMUM QUALIFICATIONS**

1. The right individual for this position has a passion for helping others, is nonjudgmental, and is able to deal with difficult situations in positive and constructive ways.
2. Applicants must:
  - a. Possess a Bachelor's degree (graduate degree preferred) with 1 year experience in case management and 1 year experience working with homeless persons, or
  - b. Have had 3 years' experience working with homeless populations with at least one of those years performing case management for that population.
3. Demonstrated ability to interact with other agencies in developing and providing services to clients; including ability to advocate on behalf of clients for services with other agencies.
4. Demonstrated knowledge of chemical dependency and mental health issues and appropriate treatment resources.
5. Ability to identify and work effectively with property and building managers, developing positive long-term relationships.
6. Ability to provide mediation between agencies, clients, and property and building managers.
7. Up-to-date familiarity of community resources and services available to assist the homeless.
8. Demonstrated knowledge of domestic violence and sexual assault issues and resources.
9. Demonstrated knowledge of services available to assist the homeless.
10. Demonstrated knowledge of services available to assist veterans.
11. Demonstrated ability to work as part of a team in the delivery of services to clients.
12. Computer literacy. Demonstrated ability to use word processing, database, spreadsheet, e-mail, and Internet programs.
13. Demonstrated ability to maintain accurate and comprehensive client files.
14. Demonstrated ability to prepare accurate and comprehensive statistical and narrative reports.
15. Bilingual English/Spanish preferred. Applicants who are themselves veterans will receive priority consideration.
16. Valid driver's license, liability insurability and possession of reliable transportation, or otherwise capable of responsive off-premises mobility.

## **APPLICATION PROCESS**

Please submit a letter of interest specifying the position for which you are applying and a current resume to [jobs@tprojects.org](mailto:jobs@tprojects.org), or by FAX to 503.280.4740, or by mail or in person to TRANSITION PROJECTS, ATTN: HR, 665 NW Hoyt St, Portland OR 97209.