



TITLE: Care Manager
REPORTS TO: Supportive Services Manager
STATUS: Full-time Regular; Non-exempt
PAY RATE: \$22-\$24/hour, DOE

04.2024

PRIMARY FUNCTIONS:

- Provide support to clients via case management, advocacy, and referrals on a walk-in basis primarily.
- Ability to recognize and relate effectively to people with diverse psychiatric, alcohol and substance abuse problems, both individually and in groups, as well as people with diverse cultural, ethnic, sexual orientation, and racial backgrounds.
- Demonstrate ability to engage people in the case management process using motivational interviewing and a trauma informed approach.
- Assist clients with online VA healthcare enrollment.
- Work with Housing Specialist to perform client retention functions, ensuring program goals are met and housing has become stable.
- Create and maintain electronic client files in accordance with agency guidelines and requirements.
- Maintain documentation of interventions, meetings, required correspondence, and client records; documentation must be compliant with HIPPA and other compliance regulations/entities.
- Develop and maintain the community linkages necessary to facilitate referrals.
- Facilitate veteran peer support groups.
- Communicate effectively and work cooperatively with VOC staff and community partners.
- Contribute to the program development and cross-train in support of program objectives.
- Maintain open communications with supervisor to address concerns on an “as needed” basis.
- Support the mission of VOC, and collaboration both inside and outside of the organization. Conduct outreach efforts regularly.

QUALIFICATIONS:

- Minimum one year of case management experience in human services or other relevant work experience, along with at least a high school diploma or equivalent.
- A veteran or a person with solid knowledge of veterans’ issues and special needs strongly preferred.
- Excellent verbal and written communications skills with a nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Able to engage and maintain positive relationships with veterans and their family members; develop collaborative relationships with VOC personnel and community stakeholders; and maintain confidentiality.
- Effective interpersonal communication skills; a willingness to be helpful, dependable, flexible, patient, and creative; and the ability to remain calm during crisis situations required.
- Organizational skills, time management and demonstrated ability to collect data, write reports and maintain accurate and timely client files. Proficient/Skilled in use of web portal, the internet, and Microsoft Office.
- Work a flexible schedule, varying hours according to program needs.
- Valid NY State driver’s license and clean driving record.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***