JOB TITLE: Residential Case Manager

STATUS: Full Time; Non-Exempt

SCHEDULE: Days

PRIMARY FUNCTIONS:
• Supporting male veterans in a residential housing program.
• Monitor male residents, facilitating their attendance at community support groups, supervise the dispensing of medications.
• Communicate effectively and work cooperatively with residents, VOC staff and community professionals.
• Prepare treatment plans, progress notes, and all other required client paperwork daily.
• Maintain documentation of interventions, meetings, required correspondence, and residential records.
• Documentation must be compliant with HIPPA, OASAS, and other compliance regulations/entities.
• Work a flexible schedule, varying hours according to program needs.
• Provide individual support to clients and facilitate conflict resolution between residents.
• Actively participate in agency meetings and training sessions.
• Oversee client transportation needs in agency vehicles.
• Administer observed urine screens (male staff only) and Breathalyzer.
• Perform room inspections of male residents; monitor client resolution of identified tasks.
• Utilize a Trauma Informed Care approach when working with clients and staff.
• Meet weekly with residential team to discuss client progress and other relevant residential/agency matters.
• 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 as needed.

JOB QUALIFICATIONS:
• Bachelor’s Degree in Psychology, Social Work, Counseling or other related Human Services field strongly preferred.
• Prefer Certified Alcohol Substance Abuse Counselor (CASAC) OR CASAC-T credential/willingness to obtain.
• A veteran or a person with solid knowledge of veterans’ issues and special needs strongly preferred.
• A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
• Must possess the ability to engage and maintain positive relationships with veterans and their family members; as well as develop collaborative relationships with VOC personnel and community stakeholders.
• Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm during crisis situations are required.
• Minimum one year of case management experience in a residential facility or other relevant work experience.
• Organizational skills and demonstrated ability to collect data, write reports and maintain accurate and timely client files.
• Valid NY State driver’s license and clean driving record.
• Ability to adapt to a flexible work schedule; available for on call duty as requested.

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