

## **Transitional Housing Program (THP) Case Manager**

**Position:** Full Time / Regular Exempt

**Supervisor:** Transitional Housing Program Coordinator

**Description:** The Transitional Housing Program Case Manager at Operation Stand Down Tennessee is responsible for the overseeing and managing the placement, stay and discharge of homeless Veterans in our Bridge (0-90 Day) and Service Intensive (0-2 years) transitional housing program. He/she will work with individual Veterans to secure independent permanent housing as well as secure/maintain employment/income. As a case manager, he/she will design, update and monitor the Veteran's completion of an individualized care plan, as well as participation in agency/community services, and participation in relevant physical, emotional, housing, employment, social and/or practical services. The THP Case Manager is also responsible coordination of the general operations of one or more of the agency's transitional housing sites.

### **Principal Duties and Responsibilities**

#### **Case Management:**

1. Completes a full range of case management activities with homeless Veterans (including those with mental health/substance abuse concerns): Assessment, Care Planning (develop, monitor, update and revise), Referral, Liaison, and Education.
2. Provides orientation to and monitoring of the Veteran's adherence to program / house rules and participation in program / community services, groups, and activities.
3. Assists in the process of securing and maintaining needed program(s) eligibility documentation.
4. Participates in the design, delivery and/or facilitation of group therapeutic, educational, support and /or recreational activities.
5. Facilitates and coordinates Veteran's access to and appropriate use of OSDTN Finance Department for payment of program fees.
6. Participates with team to identify, develop and implement best practices for services.
7. Maintains needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes.
8. Maintains work consistent with Department/Team Quality Assurance Standards.

#### **House Administration:**

1. Implements, documents and reports THP defined monitoring activities (visits, inspections, drills, auditing) for assigned house(s) to insure adherence to grant, community and government standards and rules for safety, security, functionality and cleanliness of residences.
2. Provides oversight and supervision to the Resident Manager /Assistant Resident Manager to enhance their ability to fulfill their job responsibilities.

3. Maintains needed inventory of house supplies (nutrition, cleaning, educational & recreation).
4. Works with Facilities and Maintenance staff in the identification and completion of planned/needed replacement, repairs and renovations of building, furniture and/or appliances for assigned house(s).

### **General Duties**

1. Adheres to Agency and Department policies and procedures
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor or agency

### **Qualifications / Knowledge**

#### **Position**

1. Bachelor degree in human services *and/or* commensurate one or more years of experience in direct delivery of social services to consumers.

*LADAC and/or CPRS strongly preferred for those without a degree*

2. Strong preference for those candidates with 2 or more years of addiction recovery.
3. Strong preference for those candidates with experiences with Veterans and/or transitional housing.
4. Strong preference for those candidates with substance abuse /behavioral health services and support networks with veterans.
5. Knowledge of the Middle Tennessee region's Veteran, community (especially homeless), behavioral health services and resources.

#### **Personal**

1. Veteran preferred
2. If in recovery, possessing 2 or more years of drug/alcohol free time.
3. Excellent organizational, multi-tasking and time management skills.
4. Broad capacity for global thinking and creative problem solving
5. Ability to motivate clients and staff toward success.
6. Compassionate, energetic and team focused.
7. Comfortable in individual, group and public speaking environments

#### **Agency**

1. Working knowledge of automated data processing programs including windows based programs (Word, Outlook, Power Point and Excel)
2. Possess valid, current Tennessee driver's license.

## **Physical Demands**

The employee must be able to: drive a motor vehicle; operate computer equipment; occasionally lift medium weight objects; preform outreach duties in variable weather conditions for street outreach efforts.

## **Work Environment**

The work environment will reflect differing components of the employee's job tasks. 75% of direct services / administrative tasks will be completed in the OSDTN office with the remaining 25% conducted in the 7 transitional housing units. There may be some opportunities for telecommuting as indicated.

Please send résumé, cover letter, salary expectation and DD214 Member Copy 4 (if applicable) to:

(Mail) HR/Murrie, Operation Stand Down Tennessee, 1125 12<sup>th</sup> Avenue South, Nashville, Tennessee 37203 or (e-mail) [jobs@osdtm.org](mailto:jobs@osdtm.org), Word / PDF-only documents may be e-mailed, please include **THP Case Manager**. Keeping position in the subject line. No phone calls accepted.