

Job opening for SSVF Case Manager in Pasco, Wash.

Join our compassionate, highly motivated staff as a case manager working with homeless veterans to locate permanent housing. Full time, \$18.45–\$23.63/hr, DOQ, great benefits: medical, vision and dental group insurance; paid holidays; retirement program.

This case manager job is based with Blue Mountain Action Council in Pasco, Wash, serving veterans in Benton and Franklin counties. Employee will need to provide reliable transportation; mileage is paid.

Qualifications for this social service position are:

1. a) Bachelor's degree in Human Services or a related field and a minimum of two years' experience; or b) four years of equivalent experience or education.
2. Case management experience in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families.
3. Desired: A working knowledge of major systems that veteran populations encounter and the resources that they may access.
4. Special requirement: Employee must provide own reliable vehicle, and have current auto insurance and valid state driver's license by time of hire. Must have good driving record.

Veterans preferred. BMAC values diversity in its workforce and is committed to Equal Opportunity and Affirmative Action.

HOW TO APPLY: Résumé only is initially required; submit résumé via [Indeed.com](https://www.indeed.com) via email at bmac@bmacww.org, or mail/deliver to: BMAC, Attn: HR Office, 1520 Kelly Pl, Ste 140, Walla Walla WA 99362. **OPEN UNTIL FILLED.**

Persons selected for further consideration will be required to submit a cover letter and to complete an official BMAC Job Application Form.

ABOUT BMAC: Established in 1966, Blue Mountain Action Council is a 501(c)(3) nonprofit community action partnership, located in Walla Walla and serving multiple southeastern Washington counties. BMAC is a primary community resource, consistently providing a much-needed umbrella of services ranging from housing and job training/placement to nutrition and neighborhood revitalization. Learn more about Walla Walla at <https://vimeo.com/228932365>

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE: SSVF Case Manager	REPORTS TO: SSVF Program Director
EMPLOYMENT STATUS: Nonexempt	SUPERVISES: Assistant case manager (if any)

HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: Levels 11-13, DOQ (depending on qualifications)

GENERAL DESCRIPTION/ BASIC FUNCTION: Provides direct support services and case management to help veteran families who are homeless or at risk of homelessness to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness. Uses case management model that is client-driven, solution-focused, and facilitates change and movement toward self-sufficiency.

WORK CONDITIONS AND SITE: Work to take place in an office setting, at families' residences, and in other community agencies. Requires significant local and regional travel. The worker is not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Provide housing-related case management using the "Motivational Interviewing" model.
2. Provide support services designed to resolve the immediate crisis and promote housing stability.
3. Conduct outreach activities that are customized to the target population, which includes identifying very low-income veteran families and screening them to determine eligibility for supportive services. Requires significant travel.
4. Perform participant general program eligibility verification and documentation.
5. Maintain, in a timely manner, confidential case notes on each individual or family client.
6. Develop and maintain cooperative working relationship with other agencies and service providers.
7. Complete intake, needs assessment and participant goal setting.
8. Provide referral and education to veteran families about other Veterans Affairs (VA) benefits/services
9. Provide referral to other community resources/services.
10. Conduct eligibility for temporary financial assistance and determine what financial assistance is appropriate and necessary.
11. Arrange for necessary payment arrangements for financial assistance.
12. Complete HMIS entry of all SSVF services.
13. Provide reports as necessary and requested from HMIS system.
14. Ensure that all federal, state, agency and /or funder guidelines are met.

BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
 - a. Ability to work independently as well as with a team to achieve objectives and assignments.
 - b. Ability to use good interpersonal relationship skills.
 - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
 - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
 - b. Embody teamwork and cooperation within and across departments and with the public.
 - c. Keep your department manager apprised of important matters ongoing within the department.

- d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
 - e. Be honest, fair, and dependable.
 - f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
- a. Attend all scheduled staff meetings.
 - b. Attend training sessions as required by the funding source or the agency.
 - c. Attend any other meetings or trainings as required.

SUPERVISORY RESPONSIBILITIES:

Supervise work of assistant case manager (if any), under direction of the Program Director.

SKILLS AND ABILITIES REQUIRED:

1. Excellent verbal and written communication skills.
2. Excellent computer skills, which include word processing, data entry and email.
3. Excellent interpersonal skills and the ability to interact positively with clients from diverse backgrounds.
4. Demonstrated ability to function as a team member and collaborate with other staff.
5. Ability to maintain accurate, thorough and timely case management records.
6. Ability to adhere to high degree of confidentiality, tactfulness and respect for clients.
7. Ability to work in a fast-paced office environment with frequent interruptions and occasional crisis situations.
8. Comfort and ability to deal with client home visits.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand at desk.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
7. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.
8. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

QUALIFICATIONS:

1. a) Bachelor's degree in Human Services or related field and a minimum of two years' experience;
or
b) Equivalent combination of education and experience.
2. Case management experience in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families.
3. Desired qualifications: A working knowledge of major systems that veteran populations encounter and the resources they may access.

SPECIAL REQUIREMENTS:

Employee must provide own vehicle and auto insurance. Valid state driver's license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.