

We house, feed, and support those in need with compassion and dignity.

**Title:** Case Manager Veteran's Program

**Reports to:** Sr. Program Manager

**FLSA Status:** Full-time, Non-Exempt

**EEO CODE:** 2

### EMPLOYMENT OPPORTUNITY

#### Overview:

St Vincent de Paul is one of the longest serving social charities in Louisville. We are located in the up-and-coming Shelby Park neighborhood. Through our homeless shelters, community kitchen, supportive housing programs, professional case management, clinical services and retail thrift stores, we house feed and support those in need with compassion and dignity on the path toward self-sufficiency.

#### Position Summary:

The **Case Manager Veteran's Program** (Men's Shelter) is responsible for supporting program components and facilitating services to best address the needs of homeless Veterans and/or their families in the Agency's various programs. The position involves having knowledge of and experience working with homeless individuals and families, chemical dependency, unemployment, mental illness, community resources, and delivery of direct services to individual clients.

#### Essential Duties and Responsibilities:

- Provide case management services to assigned Veterans, including the ability to make assessments, prepare individualized service plans and provide appropriate treatment
- Develop and execute client service plans for designated Veterans and their families including both parent/guardian and children
- Facilitate communication between individuals and families and partner agencies, community service providers, schools, healthcare providers, and government and other related entities to ensure service delivery
- Maintain and advance professional knowledge/skills with the guidance of the Program Manager in order to drive continuous improvement in program effectiveness as measured by client progress
- Ensure each Veterans client is compliant with the case management service plan and program rules
- Provides crisis intervention for Veteran clients
- Provide Program Manager with assistance in the execution of programs, policies, reports and procedures related to the provision of services to the public
- Assist Program Manager in identifying and building community partnerships to optimize effective and efficient delivery of services for each household
- Work with the Program Manager to identify opportunities for volunteer involvement
- Collaborate with Program Manager in coordinating educational and skill development opportunities/programs for each individual Veteran and family to maximize positive outcomes
- Work cooperatively with all SVDP staff to improve the program and advise the Program Manager of issues related to and affecting the program
- Responsible for monthly PQI reporting and review utilizing the *Plan, Do, Study, Act* method
- Perform other appropriate duties as assigned

**Specific Knowledge, Skills, and Abilities:**

- Knowledge of the principles, philosophies, procedures, techniques, and standards to optimize individual, family, and youth case management practice
- Knowledge specific to Veteran's problems/concerns especially PTSD and re-assimilation
- Ability to maintain accurate, current records and prepare clear and concise reports from them
- Ability to analyze complex social problems and develop effective solutions; problem solve
- Ability to effectively organize complex tasks and execute a project management plan to completion
- Interpret and apply a variety of legal requirements and policy standards
- Demonstrated leadership qualities and project management skills
- Maintain cooperative relations with community groups and other public and private agencies
- Ability to interact effectively and professionally with participants, families, and community referral sources
- Excellent organizational, written, and oral skills
- Self-motivated and detail-oriented
- Commitment to the mission and goals of St Vincent de Paul; Passion for helping Veterans

**Education, Qualifications, Certifications, Trainings, Licenses:**

- Bachelor's degree in Social Work or related Human Services field
- A combination of education, training and experience that results in demonstrated proficiency to perform the work may be substituted
- Relevant work experience with individuals, families and children in a social work environment or related field including individual/family counseling, community organization, education or youth advocacy
- Successfully pass required pre-employment background and drug screening
- Valid Driver's License

**Reporting to this position:** None

**Benefits/Additional Information:**

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP's Section 125 Health and 401(k) Retirement Plans.

St Vincent de Paul will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening, and a comprehensive criminal background check.

**Apply online:** [www.svdplou.org](http://www.svdplou.org)

**Email cover letter and resume to:** [mtull@svdplou.org](mailto:mtull@svdplou.org)

**St. Vincent de Paul Louisville is an Equal Opportunity Employer and absolutely committed to diversity. (M/F/D/V)**