

Easterseals Oregon Job Description

POSITION TITLE: Lead Veteran Specialist

PROGRAM: SSVF

DIVISION: Veterans Services

STATUS: Veterans' Preference

REPORTS TO: Program Manager

SCOPE:

The SSVF ('Support Services for Veteran Families) Lead Veteran Specialist is responsible for all SSVF case management duties, including assessing eligibility, conducting intakes, developing a reasonable housing plan, coordinating services and providing case management for homeless or near-homeless veterans and their families. Assists veterans and families in obtaining benefits for which they are eligible. The Lead Veteran Specialist is responsible for possessing an in-depth knowledge regarding general program requirements, and further specialization in either Homeless Prevention or Rapid Rehousing in order to act as a resource, guide, and mentor for other SSVF Veteran Specialists. The Lead Veteran Specialist not only carries a case load but also leads a team.

RESPONSIBILITIES:

- 1) Responsible for identifying and serving the unique needs of Veteran Households participating in the SSVF Program and utilizing screening and assessment tools and ensuring the completion of needs-based screenings.
- 2) Responsible for understanding and implementing the SSVF program according to VA and Easterseals Oregon standards and expectations; maintains a clear understanding of the SSVF Program Guide.
- 3) Develops, directs and monitors the implementation of quality Housing First/CTI-based supportive services tied to housing stability. Coordinates with the entire SSVF team to deliver services most appropriate to meet the needs of presenting households.
- 4) Assists the Program Manager with the annual program self-assessment review process and continuous quality improvement planning for the SSVF Program.
- 5) Attends orientations, trainings, education programs, staff meetings, community meetings, conferences and workshops as requested and applicable to meet the needs of the position
- 6) Clearly documents in the file all client interactions along with required eligibility and demographic information.
- 7) Performs duties in a professional manner by maintaining the confidentiality of all information and by participating effectively within and across teams.

SPECIFIC TEAM LEAD RESPONSIBILITIES:

- 8) Responsible for training staff members assigned to their team under the supervision of the Program Manager.
- 9) Reviews financial assistance requests and client file documents for adherence to programmatic requirements.
- 10) Develops and maintains a high-level of understanding within their assigned specialization (Homeless Prevention or Rapid Rehousing). Acts as a reference, mentor, and guide for other SSVF staff seeking specialized knowledge/advice.
- 11) Coordinates and implements on-going training and staff development activities in conjunction with the SSVF Team. Assists Manager in facilitating staff meetings using a teamwork approach.
- 12) Ensures that the team provides accurate and timely documentation, confidential record keeping, VA reporting, Homeless Management Information System (HMIS) data entry and collection in conjunction with the Program Manager.
- 13) Collaborates with Program Manager to develop and lead outreach plans focused on the Team Lead's area of specialization, and collaborates with other Team Leads and Veteran Specialists to coordinate service delivery.
- 14) Composes, analyzes and presents regular progress reports related to team goals such as households served annually, financial assistance expenditures, other programmatic commitments, and action plans for meeting team commitments.
- 15) Develops specialized knowledge related to service delivery database systems such as Homeless Management Information System (HMIS) and ServicePoint related to SSVF activities. Assists in training new staff on these systems.
- 16) Performs all other duties as assigned by Program Director and/or Program Manager.

SPECIFICATIONS:

1. Bachelor's degree in human services or related field or equivalent relevant experience.
2. Two years direct case management experience. Experience in working with homeless populations and/or veterans. Experience working in an SSVF program preferred.
3. Requires own transportation, valid driver's license and up-to-date insurance.
4. Experience in working with computers, client level data entry, and human services-based research preferred.