



Putting Veterans First Since 1992  
**NEW DIRECTIONS** *for* **VETERANS**

### Position Description

Title	Aftercare Case Manager
Reports to	Director of Transitional Housing
Location	Multiple-Sites in Los Angeles County
Type	Hourly, Regular Full-Time

#### How this position supports our Mission

The Aftercare Case Manager works directly with residents who are housed without a voucher and are self-pay with no case management services. This position provides services to veterans who need temporary case management services in order to support the veteran so that he/she may retain housing.

#### Responsibilities:

- Provide individual rehabilitative services that focus on improving the quality of life and mitigate barriers to housing retention.
- Link clients to community resources such as medical, community and financial resources.
- Utilize CTI (Critical Time Intervention) techniques to facilitate clients' progress in AfterCare Program.
- Accompany clients into the community to improve access to resources and/or attend initial appointments.
- Maintain timely, complete, and legible clinical records
- Provide crisis intervention when indicated.
- Other Duties as assigned.

#### Required Skills

- Demonstrated Experience/knowledge related to working in the field.
- Compassion for clients and dedicated to making a difference.
- Comfort working with a diverse population, including clients with mental or physical illnesses.
- Strong written and oral communication skills.
- Comfortable working with clients referred from the criminal justice system.
- Ability to work independently in a fast paced environment both in the office and in the community.
- Ability to maintain productivity and documentation standards.
- Ability to manage time efficiently, organize and prioritize tasks, demonstrate sound judgment, give attention to detail, be flexible, self-driven and motivated.
- Possess excellent organization skill, time management, ability to multi-task and demonstrate initiative and follow through.
- Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Working knowledge of community resources as they relate to various specific needs. as well as, accountability for services provided.
- The ability to interact and support staff and clients with a diverse cultural, ethic and economic backgrounds.
- Proficient in basic office software including word, excel, outlook and HMIS and other related social services data collection programs with the ability to write business correspondence and present information in one on one and small group settings.

#### Education & Experience

- BS or BA in related area of study for this position is preferred.
- Relevant work experience may be considered in lieu of educational background.

- Desire to work with formerly homeless adults (18 years and older) and those who are at risk for falling out of housing.

**Other Requirements**

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Valid Driver’s License, reliable transportation, current vehicle registration, proof of insurance and the ability to be insured by New Directions.
- Provide annual evidence of tuberculosis test.
- Complete bi-annual CPR Training.

**Work Environment and Physical Demands:**

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

- In this position you will be in contact with individuals in crisis who may be ill, using alcohol and drugs, have mental or physical illness, and who may not be attentive to basic personal hygiene, health and/or safety practices.
- Ability to communicate effectively using all methods of communication with individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- This is active work in a field or at clients’ residence.
- While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls.
- The employee may be required on occasion to lift and or carry up to 25 lbs.

**Job Description Acknowledgement**

I have received, reviewed and fully understand the job description for FSP Case Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.*