



Veterans Case Manager- Bellevue, WA
Job Description
2019

Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is a highly respected leader in providing permanent affordable housing with supportive services for low income families, veterans and seniors in East King County, Washington. More than just housing, we provide our residents with a caring environment, case management and community events at our properties.

For 30 years, we have made it possible for families with low incomes, veterans, seniors, survivors of domestic violence, and young adults aging out of foster care to live and thrive on the Eastside. We now have 485 affordable apartments in five Eastside cities serving more than 1,200 low-income individuals each year.

We are looking for highly motivated and high performing people to add to our growing team. Our work environment is positive, caring, collaborative, solution-oriented and fun. We offer excellent benefits including 100% company paid health insurance and a matching 401(k) program.

POSITION

The Veterans Case Manager will be based at Andrew's Glen, a forty-one apartment community in the Factoria neighborhood of Bellevue. Twenty of the apartments are transitional housing (up to two years) for homeless veterans and are supported by the U.S Department of Veterans Affairs Grant and Per Diem Program.

Imagine Housing is hiring for full time (40 hours per week) Veterans Case Manager. As part of an Andrew's Glen/Bellevue support team, the Veterans Case Manager will provide case management to residents of Andrew's Glen under the U.S Department of Veterans Affairs Grant and Per Diem Program. This comprehensive case management consists of assisting residents in setting and achieving their desired goals, coordinating residents' care with other service providers, referring residents to other resources in the community as appropriate, measuring residents' outcomes and providing other kinds of supports as requested by residents. This position will also assist with the planning and execution of community events, meals, and classes at Andrew's Glen. The Veterans Case Manager will act under the supervision of the Supportive Services Manager.

KEY RESPONSIBILITIES

Case Management and Supportive Services

- Implement and execute outreach activities for potential veteran residents;
- Provide food, nutritional advice, counseling, and referrals to health care, mental health treatment, alcohol and other substance abuse services;
- Establish child care services for dependents of homeless veterans;
- Provide assistance in obtaining other federal, state, and local assistance available for such residents including: health benefits, employment counseling and assistance, veterans' benefits, medical assistance, and income support assistance;
- Provide assistance in obtaining permanent housing, housing assistance, legal assistance, advocacy, transportation, and other services essential for achieving and maintaining independent living;
- Establish and maintain collaborative working relationships with partnering service providers, homeless shelters, transitional housing programs and other community resources, as well as with assigned VA Liaison;
- Complete resident needs assessment, service plans, monitoring, linkage to appropriate community resources, follow up, appropriate discharge, and tracking;
- Facilitate and coordinate supportive activities for residents with other program staff and partnering service providers including: employment assistance activities, such as job readiness training, resume preparation, interview practice, attending job fairs and networking with perspective employers; budgeting and money management training; health and wellness education, etc.;

Reporting

- Track and record data on residents' participation in supportive services, progress on their service plans and goals, and impact of supportive services on residents;
- Participate in annual evaluation of the supportive services program at Andrew's Glen and implement needed improvements;
- Provide needed documentation for reports to program funders on time; and
- Complete necessary tracking and reporting for HMIS and VA on time.

Other Responsibilities

- Attend Supportive Services department, Imagine Housing all-staff, and supervision meetings, as scheduled;
- Attend meetings with property management staff, as needed;
- Attend meetings with VA Grants Per Diem Liaison, as needed;
- Assist in identifying and participating in trainings needed to be more effective as Veterans Case Manager;
- Work a flexible schedule based on availability of residents; and
- Perform other assigned duties in a timely and efficient manner.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Ability to communicate and work effectively with staff and residents from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, with diverse sexual orientations and gender identities as well as physical and mental disabilities, and substance abuse issues;
- Outstanding organizational, verbal and written communication skills;
- Ability to perform daily duties to achieve desired outcomes and performance measures with minimal supervision;
- Ability to set and maintain boundaries with clients in a professional manner;
- Ability to make good decisions in crisis situations;
- Strong time management and organizational skills and competency in use of personal computer, especially for word processing and generation of statistical information;
- Knowledge of Motivational Interviewing techniques;
- Knowledge of community resources in East King County for youth, adults and families who have experienced homelessness;
- Provide own transportation between housing sites and meetings multiple times during the week; and
- Ability to bend, stoop and lift up to 25 lbs.

MINIMUM REQUIREMENTS

- A minimum of two years case management or similar experience in a human services setting;
- Experience working with veterans, the VA, or other veterans organizations preferred;
- Experience working with people experiencing mental health and chemical dependency issues;
- Experience providing supportive services to individuals who have experienced trauma;
- Experience providing support in securing and maintaining employment; and
- Ability and willingness to work a flexible schedule.

WORK SCHEDULE

The Veterans Case Manager position is a full-time (40 hours per week) hourly nonexempt position. Work days are Monday through Friday and preferred hours are from noon to 9pm, with some flexibility possible. Regular daily presence is required. Occasional morning and weekend work may be required.

PAY AND BENEFITS

The hourly range for this position is from \$18.75- 21.15/hour (\$39,000- \$44,000 annually) based on experience. This is a full-time (40 hours per week) position and benefits include 100% company paid health, dental, vision, and life insurance; paid sick, vacation, and holidays; 401(k) matching contribution; and opportunities for professional development.

EQUAL EMPLOYMENT OPPORTUNITY

Imagine Housing is committed to a policy of equal opportunity for all applicants and employees regardless of race, religion, national origin, gender, marital status, age, the presence of a disability, or any other basis protected by applicable federal, state or local laws. Our equal opportunity policy applies to all phases of employment, including recruiting, hiring, job assignment, supervision, training, upgrading, transfer, compensation, benefits, promotion, education and recreation, layoff and termination.

TO APPLY

Please email a resume and cover letter to info@imaginehousing.org. Include in your cover letter how you learned of this position and a description of specifically why you are an ideal candidate. Position is open until filled.



For more information on Imagine Housing, go to www.imaginehousing.org.