



**Hampton Roads Community Action Program**  
2410 Wickham Avenue  
P.O. Box 37  
Newport News, VA 23607

## **Job Description: Support Services Case Manager**

**PURPOSE OF POSITION:** To provide supportive services to veterans and their families enrolled in HRCAP Support Services for Veteran Families Program (SSVF)

**SUPERVISOR:** SSVF Program Coordinator

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**MISSION STATEMENT:** To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

**VISION:** A strong, vibrant community where all citizens are self-sufficient and empowered.

**VALUES:** Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

### **SUMMARY**

Performs supportive services for eligible veterans and their families enrolled in the SSVF program. Supportive services include case management, outreach, assistance in obtaining VA benefits, assistance in accessing mainstream benefits, as well as providing temporary financial assistance with rent, and utility that will help veteran households with rehousing, and homeless prevention. Serving as a referral source to HRCAP programs and as a link to community-based and mainstream resources, and cultivating partner relationships.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Experience or knowledge in providing support services to Veterans and their families.
- Screen and enroll Veterans and their families to determine their eligibility for the SSVF program.
- Establish ongoing relationships with eligible Veteran families on your caseload.
- Coordinate the Veteran's access to VA benefits, public benefits, and mainstream resources to help prevent homelessness or in rehousing efforts.
- To assist enrolled veteran households with economic stability assistance in the form of rental, and utility payments.
- To provide assistance in setting up a progress plan that will guide the Veteran's progress through the program and provide a means of measuring success.
- To inform enrolled Veterans of the program activities they are expected to participate in and provide referrals as necessary to other agencies, programs and partners.
- To maintain client files, collect required information on selection criteria, program progress and designated program outcomes.
- Data entry to include HMIS and HRCAP Client Management System – EmpowOR.
- To conduct follow-ups to ensure continued client progress and provide additional services if necessary.
- To conduct client case files close out.
- Maintain service partnerships with referral agencies.
- Maintain current listing of community resources.
- Maintains confidentiality of department issues and documentation.
- Perform other duties as assigned.



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**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes that are reported weekly, monthly, and quarterly.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.
- Ability to motivate, talk, listen and comprehend people from varied life positions.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have an agreeable personality and work in an intense work situation.
- Requires application of general counseling skills.
- Have knowledge of area services, programs, organizations and agencies that help veterans and their families, as well as providing services to low-income or very low-income individuals in need.
- Requires good writing and presentation skills.
- Ability to motivate individuals to action.
- Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS.
- Ability to analyze and reason; a critical and creative thinker.
- Ability to develop a plan of action and follow through to completion.
- Ability to handle multiple tasks and mitigate crisis situations.
- Ability to be flexible and willingness to adapt to different project perimeters.
- Ability to work alone, as well as on a team.
- Position may require long hours standing, and some light to medium lifting – up to 20 pounds.
- Must have and maintain a valid Virginia Operator's License

## **EDUCATION and/or EXPERIENCE**

- Minimum of an Associate's Degree in Social Work, Human Services, Counseling or related field and 2 year of experience working in a social services setting, or 5 years work experience in a social services setting.
- Experience working with Homeless population preferred.
- Experience with program eligibility evaluation.
- Experience working with Veterans and their families.
- Proficiency in MS Office-Excel, PowerPoint, and Word
- Adept at networking, building relationships, and community engagement
- Experience working with service providers to deliver solutions that meet internal and external objectives.
- Compassion to work with the homeless population without judging.
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment



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The position is open until filled.

Salary: \$34,116

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: [www.hrcapinc.org](http://www.hrcapinc.org) to print an application and mail to P.O. Box 37, Newport News, VA, 23607

Hampton Roads Community Action Program is an Equal Opportunity Employer