

Willis Dady Homeless Services

Job Title: Veteran Housing Case Manager

Immediate Supervisor: Veteran Programs Manager

Agency Overview: Since 1987, Willis Dady Homeless Services has been working to empower all experiencing homelessness to build futures of self-sufficiency through advocacy, housing, and employment. Willis Dady offers robust and individualized services to households at risk of and experiencing homelessness in Linn County, Iowa.

Position Summary:

The Veteran Housing Case Manager plays a vital role in helping Veterans overcome persistent homelessness by facilitating access to stable housing through the Willis Dady's Veteran Housing Programs. This position involves providing intensive weekly case management, offering peer support, making resource referrals, developing actionable goals, advocating for Veterans, and coordinating necessary services.

Success in this role requires a proactive and solutions-focused approach, exceptional communication skills to engage with both clients and service providers, and expertise in motivational interviewing or similar techniques. The ideal candidate demonstrates ethical conduct, collaborative problem-solving, and a commitment to empowering individuals with significant barriers to self-sufficiency.

This full-time role (40 hours/week) with an hourly rate of \$20.19/hour and a competitive benefits package: 75% health premium covered by the agency, dental and vision plans, 3% Simple IRA match, short-term and long-term disability, life insurance, paid time off, personal days, flexible scheduling, and a 30-day paid sabbatical after five years of employment. Willis Dady is a federal student loan forgiveness qualifying agency. This position requires scheduling flexibility to meet the needs of the agency. The Veteran Housing Case Manager must have a reliable vehicle and scheduling flexibility to meet Veteran and program needs.

To Apply:

Please submit a resume, cover letter and contact information for three professional references to Shannon Fay at shannon@willisdady.org. Interested applicants may also call for more information at: 319-362-7555. Applications are now being accepted and interviews will be held on a rolling basis until the job is filled. The anticipated start date is as soon as possible.

Requirements:

The Veteran Housing Case Manager must be self-driven and motivated to help Veterans experiencing persistent homelessness gain and maintain housing. Previous experience working with high barrier populations or people experiencing homelessness is strongly preferred.

Qualified candidates must have:

- Four-year degree with a minimum of 3 years of experience working with high barrier populations or people experiencing homelessness. In lieu of education requirements, candidates must have a minimum of 5 years of experience working with high barrier populations or people experiencing homelessness.
- Have prior experience working with people who have a mental illness and completed the following trainings: suicide prevention, motivational interviewing, and harm reduction.
- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- Have no serious misdemeanor or felony convictions for the last 7-years
- Ability to travel throughout Linn, Benton, Jones, Black Hawk, Buchanan, Delaware, & Dubuque Counties, a valid driver's license, and access to a reliable vehicle. All work-related travel expenses will be reimbursed by Willis Dady.
- Ability to work well independently and with a team. Must have time management skills to make independent decisions about schedule, travel, client priorities, etc. Must be able to communicate effectively and professionally with all team members.

Principle Responsibilities/Duties:

1. Provide intensive case management to a caseload of up to 20 households at a time. The Veteran

Housing Case Manager will demonstrate openness and respect for all clients regardless of personal differences. They must be willing to meet with Veterans in various locations (including outside) and with Veterans who have a range of abilities and needs.

- a. Conduct the full comprehensive intake process including initial needs assessment, unit identification and inspections, unit maintenance requirements, lease review, program description, and collection of any necessary documents.
- b. Provide weekly in-home solution focused case management meetings to all caseload Veterans. These meetings must be a combination of working towards their unique goals and meeting day-to-day basic needs.
- c. Work with each Veteran to develop and progress on individual service plans according to individual goals and objectives and ensure that Veteran interactions are person-centered, goal focused and reflect each individual service plan.
- d. Focus case management on housing maintenance and personal stability: unit maintenance, meeting basic needs, budgeting, communication skills, behavioral health and substance use needs. Effective case management will include developing crisis plans, community resource connection and support individual stability goals.
- e. Use motivational interviewing skills to facilitate weekly case management meetings. The purpose of these meetings are for Veterans to establish goals, learn conflict management skills, identify preferred education topics, build a peer-support environment, and improve interpersonal skills.
- f. Assist Veterans with the maintenance needs of their units. This may include helping them make maintenance requests or providing hands-on education on how to properly care for a home.
- g. Provide a harm reduction approach to Veterans struggling with substance use or mental health needs.
- h. Complete intermittent client surveys and assessments at the appropriate time and submit to the Program Director within 2 business days for review.
- i. Develop a moving-on strategy with all Veterans to plan for personal progression as the move out of the program.
- j. Attend weekly 1:1 supervision meetings and weekly team case consultation meetings.
- k. Document all client interaction and maintain accurate paperwork as required by Willis Dady and funders

2. Administrative

- a. Become HMIS, SOAR, & Squares trained within three months of employment. Submit program intake and exit forms to the Data Compliance in accordance with the agency data timeliness expectations. All identified errors must be corrected within 2 business days.
- b. Maintain agency record keeping policy by ensuring confidentiality guidelines as per agency and program policies.
- c. Maintain and update case notes weekly. All case notes must be thorough and completed by the end of each week, unless an extension has been approved by immediate supervisor.
- d. Comply with all programs policies and assist the agency in meeting program expectations.
- e. Document program success stories that can be shared with funders and the broader public and perform other agency administrative duties to standard.

3. Other

- a. Maintain established schedule; inform supervisor, coworkers and scheduled clients of absences or tardiness in advance. Any client meetings that will be impacted by a change in schedule must be notified and alternative arrangements must be made.
- b. Attend all staff meetings including a monthly all-staff meeting, weekly case management team meetings, weekly prioritization meetings, and community meetings as scheduled and assigned.
- c. Attend trainings as required and pursue professional and agency development according to agreed-upon goals.
- d. Communicate all donation and volunteer needs to Community Engagement Manager
- e. Adhere to and enforce all agency and program guidelines, policies, and procedure with the ultimate goal of meeting our agency mission, vision, and values.