

## **JOB DESCRIPTION**

### **Case Manager**

Liberation Veterans Services is a non-profit organization dedicated to providing a safe haven exclusively for veterans in crisis. LVS is committed to working with veterans, treating them with the dignity and respect they deserve. The goal for this program is to help the veterans transition into and lead productive, fulfilling lives in the community.

The Case Manager (CM) will work closely with clients to complete assessments, develop personalized goals, and ensure a safe and supportive path to stability while ensuring that clients maintain their dignity and respect. By fostering an environment of kindness, trust, humility, dignity, equity and passion, the CM will guide veterans through structured Housing Success Groups, referrals, and services that promote each client's unique journey toward self-sufficiency.

## **ROLES AND RESPONSIBILITIES**

**Reports to:** Executive Director

### **General**

- Uphold and exemplify LVS's vision, mission, and core values, ensuring that every interaction reflects a deep commitment to kindness, trust, humility, dignity, equity, and passion.
- Demonstrate cultural competence and sensitivity to the linguistic, socioeconomic, and cultural diversity of clients, staff, and community members.

### **Case Management**

- Apply trauma-informed techniques and case management standards to effectively serve clients, ensuring they feel respected and valued throughout the process.
- Implement program objectives and track results of established expectations with empathy and precision.
- Conduct comprehensive psychosocial assessments within established guidelines through interviews, record reviews, and other appropriate methods, adapting support to meet diverse client needs.
- Evaluate client data to recommend appropriate interventions that honor each veteran's potential and background.



## **Job Description and Roles and Responsibilities Case Manager**

- Develop a plan to monitor and assess client progress, working collaboratively to revise treatment and service plans, incorporating feedback, and adapting as clients progress toward goals.
- Maintain accurate and up-to-date case records, documenting client contacts, progress, and service changes to ensure program compliance and adherence to ethical standards.

### **Client Relationships**

- Proactively engage with all clients through regular follow-ups, check-ins, and support meetings to ensure consistent communication, assess progress, and address evolving needs.
- Establish a rapport with veterans through active listening, empathy, and respect for their military service, ensuring they feel valued and understood.
- Encourage veterans to take an active role in their care planning by setting realistic, achievable goals and empowering them to make informed decisions about their well-being.
- Support veterans in managing mental health conditions such as PTSD, depression, and anxiety by facilitating access to mental health services and building coping strategies.
- Uphold confidentiality in all interactions, ensuring veterans feel safe in sharing sensitive information and trusting their case manager with personal matters.

### **Community Engagement**

- Build collaborative relationships with other community-based organizations to enhance advocacy, education, resource development, and public relations for veterans.
- Work closely with local healthcare providers, mental health professionals, and the VA to ensure veterans have access to a comprehensive range of medical, psychological, and rehabilitative services, and to address any gaps in care.



## Job Description and Roles and Responsibilities Case Manager

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities that are required of the employee for this job.

Duties, responsibilities, and activities may change at any time during employment.

### **SKILL AND ABILITIES**

Demonstrates kindness, trustworthiness, and humility in all interactions, fostering an inclusive and respectful work environment that values equity, dignity, and passion for the organization's mission

Strong interpersonal and organizational skills

Working knowledge in foundational counseling and social work theories, assessment techniques, and preparation of professional reports and documents

Crisis management and intervention skills

Critical thinking skills to analyze complex problems, evaluate potential solutions, and make data-driven decisions that align with organizational goals

Client advocacy

Collaborates effectively as a team player

Problem-solving and decision-making skills

Time management and good organization skills

Proficiency in Microsoft Office applications including Word, Excel, and PowerPoint

Capacity to work effectively both as part of a team and independently

Networking and partnership building skills

Must be honest, have integrity, and a strong work ethic

### **QUALIFICATIONS**

Bachelor's degree in human services or related field (*Required*)

Master's degree in social work or related field, a plus

3+ years' experience in homeless services or case management (*Required*)

Qualified Mental Health Professional (QMHP) *a plus*

Trauma Informed Care, CPR and First Aid Certification, *a plus*



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**Pay:** \$55,000 - \$60,000

**Expected Hours:** 40 hours per week

**Benefits:** Health and dental insurance, retirement plan, paid time off