



July 19, 2023

## POSITION ANNOUNCEMENT

**Title:** Veterans' Services Case Manager

**Job Location:** 307 South Main Street.  
Omak, WA 98840

**Description:** Okanogan County Community Action Council is seeking a motivated individual to fill our Veterans' Services Case Manager position. The Veterans' Services Case Manager will work closely with other members of the Veterans team to help provide services to veterans and their families experiencing crisis or barriers to housing and self-reliance.

The Veterans' Services Case Manager will be responsible for coordinating services based on identified goals and desires of families seeking to increase family stability, expand individual and family functioning, and decrease the reliance on external public support to meet basic needs. This position will function within the Veterans' Team to provide specialized expertise in all client service-related areas. The Veterans' Services Case Manager will be responsible for outreach activities, initial intakes and program screening, client case management and referrals, file management, data entry, and reporting.

This position requires the employee to have one-year successful experience working with individuals or families requiring assistance or undergraduate degree in related field, previous experience working with individuals of diverse backgrounds and disabilities, ability to drive agency vehicle to various sites daily as needed, and ability to pass a Background check. Veteran preference preferred, but not required.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs. Okanogan County Community Action Council's mission is to lead a revolt on poverty through education, empowerment, and engagement.

**Wages and Benefits:** This position's is paid \$17.00 to \$28.69 per hour as a non-exempt employee. Wage is based on skills and experience. Employees are eligible for the agency benefits package which includes health, dental, life insurance, a simple IRA plan, 11 paid holidays per year, and vacation/sick leave.

**How to Apply:** Visit our website at [www.occac.com](http://www.occac.com) to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link. **Interested applicants must submit a cover letter, & resume to:** Okanogan County Community Action Council, Attn: HR Administrator, P.O. Box 1067, Okanogan, WA 98840, [hr@occac.com](mailto:hr@occac.com)

**Application Deadline:** This position is open until filled.

*Okanogan County Community Action Council is an equal opportunity employer.*

## JOB DESCRIPTION

### VETERANS' SERVICES CASE MANAGER

#### NON-EXEMPT

The Veterans' Services Case Manager is part of the agency's Veterans' Team, which provides services to veterans and their families experiencing crisis or barriers to housing and self-reliance. The Veterans' Services Case Manager is a member of the Veterans' Services Team and collaborates with them in reaching Team goals.

The Veterans' Services Case Manager is responsible for coordinating services based on identified goals and desires of families seeking to increase family stability, expand individual and family functioning, and decrease the reliance on external public support to meet basic needs. This position will function within the Veterans Team to provide specialized expertise in all client service-related areas and will provide clerical and administrative support according to the Duties and Responsibilities below.

The Veterans' Services Case Manager will be responsible for outreach activities, initial intakes and program screening, client case management and referrals, file management, data entry, data quality, program compliance and reporting.

This position is supervised by and accountable to the Veterans' Services Case Manager.

#### **FAMILY DEVELOPMENT DUTIES & RESPONSIBILITIES – 65%**

- Conduct extensive outreach in the community at large and with network providers to increase the utilization and outcomes.
- Maintain confidentiality of client information.
- Perform initial client intakes and program screening and assist clients in qualification for all programs utilizing a Housing First model.
- Provide client mentoring and coaching, including Family Development, Community Action Life Skills coursework, Life Skills Coaching, resource coordination, advocacy, and crisis intervention to clients in Veteran programs.
- Coordinate services with local and VA agencies in providing services to shared clients.
- Responsible for recruiting local housing for participation in the program and keeping the inventory of potential housing ahead of need.
- Responsible for recruiting potential clients for the program at levels that satisfy all grant requirements and program strategies.
- Maintain accurate case file documentation, client characteristics, and program utilization information for all program clients in case management software and other required reporting systems.
- Coordinate preparation of program reports, as required by funding source and the Veterans' Services Manager.
- Coordinate preparation of program billings as required by the Veterans Services Manager and funding sources.
- Represent the agency in public setting.
- Assists the Veterans' Services Manager in developing program structures and service delivery mechanisms to enhance, expand, and improve services for veterans and families.
- Attends staff trainings, staff meetings, and other professional trainings as required.
- Assist families in establishing goals, creating action steps, based on strengths and capacities, which minimizes or removes barriers to progress toward their goals.

- Coordinate with the family and service providers to provide referrals and services appropriate to meet the goals of the family.
- Provide minimal ongoing support to families in their efforts.
- Maintain accurate records of client interviews.
- Provide client services to families in designated areas of hire. Schedule families for services as appropriate.
- Have knowledge of all agency programs.
- Cover for other Team members as requested.
- Participate in consultations with intra-agency Client Services Team members.
- Network with external social services providers to build and maintain relationships to facilitate effective referral and direct services.

**GENERAL ADMINISTRATIVE/CLERICAL SUPPORT DUTIES & RESPONSIBILITIES – 35%**

- Provide information and support to families in designated areas of service.
- Organize and maintain agency centralized database and case files.
- Perform functions related to documentation for program eligibility.
- Perform general filing, photocopying, and typing as needed.
- Organize, update, and maintain individual files as needed.
- Assist in preparation of data for reports.
- Perform other duties as assigned.

**QUALIFICATIONS**

- Minimum of one-year successful experience working with individuals or families requiring assistance or undergraduate degree in related field
- Previous experience working with individuals of diverse backgrounds and disabilities including physical, mental, substance abuse, etc.
- Outstanding organizational, verbal and written communication skills, and detail oriented
- Proficient in Microsoft Office Suite
- Ability to perform daily duties to achieve expected outcomes and performance measures with minimal supervision
- Ability to drive agency vehicle to various sites daily as needed.
- Display professional appearance
- Ability to handle difficult situations in a discreet and professional manner
- Veteran preference preferred, but not required
- Valid Washington State driver's license with acceptable driving record.
- Valid Washington Auto Insurance coverage.
- Ability to pass a Background check.

**PHYSICAL DEMANDS ON THE JOB**

While performing duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle or feel objects, standard keyboards and office equipment or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.