



Changing lives
Building communities
Creating opportunities

Central City Concern is a non-profit social service and housing agency whose mission is to provide pathways to self-sufficiency through active intervention in homelessness. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees. As part of our policy and commitment to a drug and alcohol-free workplace we conduct post-offer, pre-employment drug screens.

JOB ANNOUNCEMENT

Title: Women Veterans Grant & Per Diem Case Manager – 50%
Department: Employment Access Center
Reports to: Veterans Program Supervisor
Represented: No
Salary: 0.5 FTE (50%) @ \$34,000 - \$36,000 (FT rate)
Shift: Flexible between the hours of 7:30am to 6:00pm, Monday through Friday, 20 hours per week

Summary:

This position supports formerly homeless female Veterans who participate in the case managed Women's Veterans Grant & Per Diem transitional housing program. Veterans case managers work closely with the HVRP and VA programs, as well as other service providers to coordinate services and ensure ongoing support of program participants as they work on income enhancement, finding permanent housing, and developing self-sufficiency. The case manager acts to ensure the stability of individuals within the program, is familiar with/able to access resources for benefits and entitlements, alcohol and drug treatment, mental health treatment, and housing, and be effective working independently, as a member of a team, and as a part of a larger coalition.

Essential Duties and Responsibilities:

1. Provide assistance to customers in working toward the program goals of income enhancement, seeking permanent housing, and developing self-sufficiency.
2. Provide client assessment and develop goal plans. Monitor client progress. Counsel and guide clients in developing goals.
3. Provide ongoing individual support and encouragement to clients and conduct quarterly reviews of their progress.
4. Educate customer about employment assistance options, service/non-service connected and social security benefits, and community engagement opportunities.
5. Collaborate with community resource agencies to remove barriers, provide intervention and make referrals for issues facing customers in a variety of areas including, but not limited to, employment, substance abuse, health, finances, and legal/criminal issues.
6. Identify community and individual issues which could result in a change in a customer's status and work to achieve appropriate resolutions.
7. Connect with community landlords to create viable rental opportunities for customers as they transition out of the program.
8. Work with internal and VA service providers to assure coordinated and streamlined services.
9. Input and maintain accurate records of customer progress in working toward individualized program goals using MS Word, Access and other software. Track program/funding required statistics in database with accuracy.
10. Provide retention services for program graduates.
11. Assist in completing required reports for funders and administration in a timely and accurate manner.
12. Participate in compliance, quality assurance and quality improvement activities as directed.

Description of Other Duties:

1. Facilitate vocational classes, workshops and events as needed.
2. Conduct weekly group meetings to encourage community building and mutual support among customers.
3. Attend appropriate community professional meetings trainings, and events..
4. Perform other duties as assigned.

Skills and Abilities:

1. Ability to maintain accurate records and necessary paperwork.
2. Strong time management, follow through and organization skills.
3. Ability to successfully interact and communicate clearly with a wide variety of people including employers, landlords, partnering agencies, supervisors, and co-workers.
4. Ability to be creative innovative, and be a progressive problem solver.
5. Ability to perform considerable inter-city travel.
6. Ability to display a non-judgmental attitude and a willingness to learn new skills.
7. Demonstrated ability to work without supervision and as a member of a team.
8. Ability to learn and apply training instruction.
9. Ability to set and maintain professional boundaries, and to de-escalate volatile situations.
10. Demonstrated knowledge of issues related to individuals with multiple barriers to employment and housing.
11. Ability to understand and follow oral and written instructions.
12. Experience facilitating training, groups and workshops.
13. Demonstrated expertise in assisting individuals to develop individualized plans and providing on-going support as they work to achieve goals.

Minimum Qualifications:

1. Degree in human service field or 3 years of direct human service experience required.
2. Experience working with homeless individuals and/or Veterans or Military required.
3. Military Veteran with "General under Honorable" or "Honorable" Discharge preferred.
4. Must embrace the mission and philosophy of recovery and client centered treatment.
5. Must have knowledge of area housing resources, human service agencies and community groups.
6. Must have necessary computer skills to accomplish duties; typing skills desired.
7. Must possess a current drivers license, pass a DMV background check, be designated as an "acceptable" driver outlined in Central City Concern's Fleet Safety Policy, pass an initial drivers training and continued recertification training. If required to drive your own vehicle you must meet all requirements above and; have access to a vehicle & maintain vehicle insurance coverage of a minimum of \$100,000/\$300,000 personal auto liability coverage.
8. Will be required to carry a cell phone for work use. Cell phone to be provided by Central City Concern.
9. Sufficient manual dexterity and physical ability to perform duties.
10. If a recovering chemically dependent person, must have sufficiently stabilized sobriety with a minimum of 2 years clean and sober.
11. Must pass a pre-employment drug screen, TB test and criminal background check.
12. Must adhere to agency's policies, including but not limited to, non-discrimination, safety, drug and alcohol-free workplace, violence prevention and harassment-free workplace.
13. Ability to effectively interact with coworkers and clients with diverse ethnic backgrounds, religious views, political affiliations, cultural backgrounds, life-styles and sexual orientations and treat each individual with respect and dignity.

APPLICATION PROCEDURE:

Qualified applicants **must** submit a Central City Concern employment application to be considered for this position which can be obtained at www.centralcityconcern.org. Applicants may include a cover letter and resume. Apply by mail or fax (503-445-8089), or in person at Central City Concern, 232 NW Sixth Avenue, Portland, OR 97209. Application email: jobs@ccconcern.org. Current CCC employees must submit an *Internal Employment Application*, available at the main office. More information at www.centralcityconcern.org.

Date Open: 6-29-11

Date Closed: 7-18-11

EQUAL OPPORTUNITY EMPLOYER