Veterans Community Project (VCP) Overview
Founded in 2015 in Kansas City, MO, VCP is dedicated to supporting every man and woman who took the oath to defend our nation. The greatest barrier to ending Veteran homelessness is the revolving door of unstable housing and the frustrating maze Veterans must navigate in order to get basic support. We believe that to be an effective program, the first step is to connect Veterans and the community. VCP created an innovative homeless housing program and outreach assistance that provides inclusive services to aid Veterans in re-claiming control over their lives.

The overall goal of VCP is to collaborate not to compete with the social services sphere. We focus on three lines of effort: 1) build and maintain transitional housing, 2) say ‘yes’ to every Veteran in need through our outreach program and community - based housing, and 3) connect Veterans and the community. By 2022, we expect to have VCP Villages, VCP Community Centers, and Veterans Outreach Centers in eight cities across the United States. For more information, visit [www.veteranscommunityproject.org](http://www.veteranscommunityproject.org)

Position Summary
Case Managers are responsible to provide supportive housing services for homeless Veterans and/or Veterans and their families and formulate case plans that promote Veterans moving towards Permanent Housing Readiness. The position reports directly to the Director of Veteran Support Services.

GENERAL RESPONSIBILITIES
Case Managers are required to optimize solutions when meeting Veterans’ needs as well as develop processes and procedures for continued improvement in organizational efficiency. The following list is not intended to be construed as an exhaustive list of essential duties and skills required.

1) Intake Process: Carefully screen potential residents with the goal of permanent housing.
   - Completes an initial needs assessment and acts upon critical needs appropriately and immediately.
• Orients clients to the VCP programs, requirements, and expectations.
• Assures that basic nutrition and hygiene needs are being met.
• Interview and counsel prospective clients for the Veteran Community.

2) Case Planning: Develops individualized plans for residents to achieve their goals.

• Develops a comprehensive client-driven case plan with both short-term and long-term goals identified focusing on the five supports that lead to permanent housing: Health and Wellbeing, Income Stability, Education/Training, Financial Understanding, and Networks of Support.
• Completes a timeline and measures for each goal.
• Monitors progress towards goals in regularly scheduled weekly sessions.
• Evaluates and adjusts case plans as needed.
• Provides written warnings with consequences if satisfactory progress is not being met.
• Empowers clients to become involved in their own planning and goal setting.
• Refers clients to appropriate resources to assist with meeting goals.

3) Reporting: Facilitates flow of critical information for informed decision making.

• Maintains client files to include conversations, warnings, progress towards goals, and documentation of any incidents.
• Report critical incidents immediately to the Director of Veterans Support Services.
• Collects data necessary to meet funding requirements and statistical reports.
• Completes daily housing log, daily conversation, and case management logs, submitting them to VCP’s Electronic Health Record (EHR).

4) Property Management: Ensures safe living environment and protection of donor assets.

• Assures the safety of each property through frequent tours of the Community inspecting for any hazards or repair needs.
• Reports any hazards to the Director of Veterans Support Services for immediate attention.
• Facilitates the repair process in accordance with appropriate procedures.

5) Teamwork and Collaboration: Leads clients to successful transitions and works across the enterprise to create successes.

• Works in collaboration with all programs and all agency staff to facilitate a team environment.
• Conducts job development and job search activities directed toward positions that are individualized to the interests and skillset of each individual resident Veteran.
• Participates in homeless services, Veterans service, and or mental health service community meetings as requested.
• Role models effective team behaviors.
• Demonstrates effective communication skills in building relationships with all employees and clients.
• Creates good working relationships with local area service providers and support groups to facilitate the access to area resources for the clients.
• Substitutes for other staff when need arises.
• Assists with community presentations.

6) Networking: Engage community services to create positive Veteran and Volunteer interactions.
• Partner with local community agencies/business owners that are seeking out Veterans to hire and connect resident Veterans with those opportunities.
• Develop relationships with community partners that have the capability to come to VCP to provide educational classes. Coordinate the scheduling with the providers and the resident Veterans.

7) Relationships: Build long-term relationships that benefit programing and support for organizational goals.
• Communicate with external and internal stakeholders over the phone and in person to coordinate Veterans Support Services
• Advocate for VCP’s work through effective and compelling communication to advance engagement and brand value.

8) Operational Excellence: Continually improve business practices to create efficiencies and a better client experience.
• Develop and maintain department business processes and standard operating procedure manuals including VCP’s EHR policies and procedures.
• Maintain resident and non-resident files in VCP’s EHR.

Skills required:
• Intellectual curiosity, a strong desire to learn
• High degree of accuracy and attention to detail
• Ability to read and interpret a variety of reports and data
• Flexibility is a key attribute for this position. A willingness to take on additional duties, or change course, to ensure the success of the organization is essential.

Professional Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be physically present in the office. The requirements listed are representative of the basic knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Bachelor’s degree required.
• Two years related work experience preferably in a Not for Profit environment.
• Intellectual Curiosity: Desire to continuously learn and grow. Curiosity to understand how your job impacts the work of others.

• Must have organizational skills and attention to details. Can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner. Must have the ability to manage projects, workload and engage constructively with the other members of the VCP team.

• Priority Setting: Strong performance management and evaluation capabilities including the willingness and ability to ensure accountability. Spends his/her time and the time of others on what's important; quickly zeroes in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

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