

**NEW MEXICO VETERANS INTEGRATION CENTERS
(NMVIC)
13032 Central Avenue SE
Albuquerque, NM 87123
(505) 265-0512 <http://www.nmvic.org/>**

POSITION: Case Manager – Level II

POSITION DESCRIPTION

The position will fall under the direction of the Director.

DUTIES

The Case Manager will

1. Act as a liaison, case coordinator, and client advocate with various agencies;
2. Provide outreach to homeless Veterans in the community;
3. Be able to supervise junior personnel;
4. Provide narrative and statistical reports;
5. Assist with the daily operation of the center, assuring appointments are being made and kept, and all record keeping for communication and documentation is maintained;
6. Develop processes and procedures for case-management requirements;
7. Access agencies in the community through very active case management and one-to-one advocacy;
8. Develop community service opportunities and job sources;
9. Train junior Case Managers in the NMVIC case-management process, including interfacing with staff and residents and following processes/procedures;
10. Communicate with other staff about the needs of the residents, the program, the facility, etc.;
11. Work with management staff to handle emergency and crisis situations through notification of appropriate community and NMVIC resources, while supporting the individual in crisis;
12. Participate in staff meetings, NMVIC activities for residents, and other events;
13. Comply with all trained safety rules;
14. Complete resident responsibilities as follows:
 - a. Maintain client files;
 - b. Complete intake interviews for potential new residents;
 - c. Orient new residents to their surroundings;
 - d. Counsel residents to establish goals and strategies for increasing self-sufficiency, re-entering the work force, and maintaining independent housing;
 - e. Provide assistance with problem solving, goal setting, personal financial management and budgeting, benefit acquisition, and housing procurement;
 - f. Evaluate resident progress to ensure program compliance;
 - g. Assist in accessing employment, job training, mental health counseling, recovery counseling, health services, and other needed resources;
 - h. Assist residents in learning acceptable behaviors and ways of functioning through modeling, counseling, behavior modification, etc.;
 - i. Drive residents to appointments and to view potential housing; and.
14. Complete other duties as required by the Director.

MINIMUM REQUIREMENTS

1. Master's Degree – Social Work
2. Certification – New Mexico State Licensed Social Worker

3. Current New Mexico Driver's License
4. Computer proficiency with Microsoft Office

SKILLS AND KNOWLEDGE

The Case Manager – Level II – will be able to

1. Communicate effectively, both orally and in writing;
2. Demonstrate initiative, flexibility, and the capacity to respond effectively in stressful situations;
3. Be sensitive to the needs of the homeless; and
4. Be cordial and considerate, exhibit a professional approach, and demonstrate patience and understanding.

DESIRABLE KNOWLEDGE

Knowledge of nonprofits and familiarity with military issues and procedures is a plus.