



COMMUNITY ACTION PARTNERSHIP  
Dickinson, North Dakota

Position Description

Department: Region I – Client Services Status: Non-exempt  
Position Title: SSVF Case Manager Grade Level: D  
Immediate Supervisor: Region I - Client Services Director

Management Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All position descriptions are subject to change as business requirements dictate.

**A. GENERAL SUMMARY OF RESPONSIBILITIES:**

Provide timely and professional coordination of all aspects of the day to day operations of the agency's Supportive Services for Veterans Families Program and assist with other client services programs within the agency.

**B. SPECIFIC JOB RESPONSIBILITIES:**

The job responsibilities listed do not include all the specific tasks which the employee may be expected to perform.

1. Demonstrated support for the agencies mission, goals and values.
2. Participates in strategic planning of the program and direction of the program.
3. Assists the Program Director by keeping within the fiscal constraints of the budget.
4. Identifies professional and organizational issues and trends suggesting action, facilitating change and participates in restructuring of programs and services.
5. Maintains staff, client and agency wide confidentiality at all times.
6. Serves as liaison between departments in the agency and with other agencies and programs to fulfill the mission of the agency.
7. Assists Client Services Director in the grant writing and grant management within program area.
8. Prepares various statistical and narrative reports to meet all Agency, Government and Grant requirements.
9. Attends meetings, workshops, and training sessions as approved by the Program Director.
10. Participates on program related committees as approved by the Program Director.
11. Is required to travel by ground or air to meetings, conferences, trainings, etc.
12. Monitors all volunteers and clients within the department.
13. Assists with the program inventory, as well as, securing necessary equipment and supplies.
14. Continues professional growth through educational and training experiences in their field.
15. Pick up and deliver items for the agency using company or personal vehicles.
16. Conduct intake process to determine eligibility for the SSVF program.
17. Provide outreach within the respective Region.
18. Maintains records on client tracking software.
19. Type letters, memos, program forms and procedures, and reports.
20. Provide Case Management which includes documenting case notes, assessments, referrals and developing goals/action plans.
21. Provides one-on-one personal financial management counseling to analyze and assess individual financial concerns.
22. Conduct Client Education classes as requested by the community and surrounding areas.
23. Develop a discharge plan with participants addressing permanent housing stability, economic stability, emotional stability and self determination.
24. Maintain case files for each participant that includes the assessment, housing stability plan, documentation of progress, challenges, accomplishments, discharge plan and documentation of all follow up contacts.

**C. SUPERVISORY RESPONSIBILITIES:**

None

**D. POSITION QUALIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES):**

Required

1. Associate Degree in Human Service or Social Science field.
2. Two years full-time experience in the Human Service field.
3. Experience working with people from various socio-economic and educational backgrounds.
4. Must possess a valid driver's license and insurable driving record.
5. Demonstrated ability to establish a positive rapport with staff, clients, other agencies, businesses and the community.
6. Experience in planning and presenting workshops, group informational presentations and media packets/recordings.
7. Demonstrated ability to effectively communicate both in written and oral forms.
8. Proficient with computers and software to include Windows, Internet, Microsoft Office software and other office equipment.
9. Working knowledge of the client-tracking and HMIS program within 3 months of hire.
10. Certified as a Family Development Specialist or will obtain Certification within 2 years from date of hire.
11. Demonstrated personal budgeting skills.

**E. PHYSICAL DEMANDS:**

Constantly:

Vision correctable to near 20/20.

Frequently:

Sitting, walking, crouching, kneeling, reaching horizontally and vertically, standing, bending, balancing, use of arms, legs, hands and feet and fine motor skills, color discrimination, peripheral and depth perception, talking and hearing, running, climbing stairs and ladders, stooping, crawling, twisting and turning trunk, rapid mental-muscular coordination, reaching down and overhead, pushing and pulling, lifts and carries up to 50 pounds.

**F. WORK ENVIRONMENT:**

Frequently:

Works in a variety of working conditions including indoors in controlled and uncontrolled environments as well as outside in weather extremes. High stress situations.