



General Description

The Veterans Outreach Case Manager is a collaborative supporter and member of the Caritas of Waco team with the objective to support the mission of Caritas by being responsible for the case management of all Veterans at the outreach offices and local area. The Veterans Case Manager assists Veterans self-sufficiency and financial independence through comprehensive services including: goal setting, strategy development, job training, employment and transit resources, affordable housing placement, and benefits eligibility determination and assistance. This position reports to the Director of Client Services.

Responsibilities and Duties

- Performs all case management duties associated with Caritas of Waco and Texas Veterans Commission grant requirements.
- Promotes all self-sufficiency programs to clients. Explains the nature of Caritas of Waco programs, procedures and services.
- Works directly with Veteran clients in identifying barriers to self-sufficiency and financial independence by developing goals and objectives for overcoming these barriers. Identifies their strengths and needs in order to make referrals for services.
- Organizes and maintains client files that track individual needs, assessments, strategies, and progress through ongoing case management. Ensures all documentation is accurate, true and correct.
- Tracks and enters relevant data for monthly reporting, including complete and organized client files.
- Coordinates with Caritas staff, VA staff and any other service provider working to meet the needs of the Veterans.
- Maintains records of pertinent program related information and compiles required data for reports. Prepares and submits reports following established timelines and procedures.
- Remains familiar with current Veterans Administration regulations.
- Provides crisis intervention when needed.
- Responds to inquiries, phone calls and e-mail in a timely and responsive manner.
- Other duties as assigned.

Qualifications, Experience and Abilities

- Veteran status preferred.
- Three years' experience working as a case manager in human services is required. Experience working with one or more of the following: Veterans, individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, and/or with those living in poverty required.

- Bachelors degree preferred.
- Helpful, friendly with experience dealing with diverse populations.
- A proactive self-starter who takes initiative.
- Well-organized with good attention to detail and excellent communication and diplomacy skills.
- Naturally empathetic; sensitive to the needs of persons in crisis.
- Technology savvy and experienced.
- Reliable transportation, ability to drive, ability to lift 60 pounds.
- Ability to establish professional boundaries with clients.
- Knowledge of community resources in the local area.
- Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain quality of work in a diverse and changing environment.
- Ability to work independently and with minimum daily supervision.
- The successful candidate must be able to pass a background and drug screening test.
- Must possess valid Texas Drivers' License.

Work Schedule and Conditions

- Full-time position, 35 hours a week.
- Office setting; travel 60%
- Ability to lift moderate to heavy objects up to 60 lbs.