



# Ho-Chunk Nation

## Job Description

<b>TITLE:</b> VETERANS AFFAIRS CASE MANAGER		<b>JOB CODE:</b>	
GOVERNMENT - EMPLOYEE		<b>EEO:</b> 2	<b>PAY GRADE:</b> 22 – min \$31.08 to \$49.72 max
EXEMPT	FLEX	<b>FUNDING SOURCE:</b>	<b>HO-CHUNK PREFERENCE</b>

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

The Case Manager's primary application will be to meet the needs of veterans housed at the Ho-Chunk Nation's Veterans Supportive Housing facility through services that empower veterans to utilize and build strengths, resources, and support to meet goals as independently as possible. Case management provides comprehensive support services with the goal for veterans to rebuild their lives, provide a sense of community and belonging, and achieve long-term success in life-long endeavors. The Case Manager is required to provide resource support in the areas of, but not limited to maintaining stable housing, mental health services, substance abuse treatment, and job training programs.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Conduct initial interview and assessments for veteran clients and families upon entry to the Supportive Housing Unit and conduct assessments every six (6) months to measure level of care needed while working toward self-sufficiency and life-goal accomplishments.
2. Assist and instruct in the completion of application processes on a daily basis.
3. Create and coordinate a program of life skill services through group workshops, individualized programs, and support groups with an assessment of the program on an annual basis, provide a formal report using a data-driven method of evaluation which assesses the quality of the program practices, continuous improvement and action planning.
4. Create and implement participation agreements with veteran clientele, review and update annually.
5. Create a resource manual of organizations and professionals certified/licensed to implement services to all veterans, review and update manual on an annual basis.
6. On a monthly basis, schedule individual and/or community-based presentations engaging veterans on the importance of obtaining information and education linked to specific needs of veterans.
7. On a daily basis, network with other veterans and mainstream service agencies sustaining a professional network of referral resources support services.
8. Daily maintain case documentation in a prompt and timely manner, including progress notes, database entries, and all other relevant information to assist clients and comply with program requirements, prepare discharge plans, time logs, and statistics.
9. Daily monitoring of family progress through phone calls, site visits and case management appointments.
10. On a weekly basis, act as a liaison between court/criminal justice system and treatment services.
11. Maintain annual license/certification requirements by attending training programs, workshops and seminars.
12. Daily adherence to rules, statutes, and laws, policies and procedures, safety standards, and professional code of ethics.
13. Attend and participate at weekly and monthly staff meetings regarding day-to-day operations.
14. Other duties as assigned within the scope of this job description.

## **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Develops policy and strategic plans, implements operating plans
Supervisory Accountability	Supervises Veterans Supportive Housing staff
Organizational Accountability	Manages sub-unit of a department
Financial Accountability	Manages operating budget, Monitors expenditures
Customer Accountability	Interfaces with outside and inside customers
Freedom to Act	Operates with significance independence, Subject to general input from supervisor

## **MINIMUM QUALIFICATIONS**

### **EDUCATION:**

1. High School Diploma
2. Bachelor Degree in Social Work, Psychology, Sociology or related field.

### **ESSENTIAL:**

1. Certification/License germane to mental health/treatment programs/services
2. Criminal and background check investigation.
3. Maintain strict confidentiality.
4. Valid driver's license, dependable transportation and proper insurance

### **EXPERIENCE:**

1. Three years of experience providing services to veterans.
2. Minimum of two years of experience in case management, life skills, conducting assessments and counseling services.
3. Three years of experience working in a native nation environment.
4. Two years of experience collecting, analyzing and interpreting data-driven information.

## **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Skilled in using Microsoft Office tools including Word, Excel and PowerPoint with proficiency in typing.
2. Ability to accurately document client records and files, both on paper and electronically, using record-keeping software.
3. Demonstrated capacity to communicate professionally, verbally and in writing.
4. Clear and succinct writing skills.
5. Strong analytical skills.
6. Ability to meet deadlines.
7. Ability to work independently.
8. Ability to engage and contribute as a collaborative team member.
9. Ability to demonstrate and maintain a high degree of professionalism and ethical standards.
10. Knowledge of care resources. private and public

**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

**WORKING CONDITIONS**

1. Any physical demands of the position should be listed on the Physical Demands Worksheet referenced.