

**Job Title:** VA CARES Case Manager / PH3 Service Delivery Coach  
**Department:** PH3 / VA CARES  
**Reports To:** PH3 Lead Service Delivery Coach / VA CARES Program Manager  
**FLSA Status:** Exempt  
**Reviewed:** 2/14/2024  
**Salary:** \$38,978 - \$45,151 (based on experience and education) STEP3

**FUNDING NOTICE: This is a grant-funded position that will end on December 31, 2025.**

**COVID-19 NOTICE: Proof of receipt of COVID-19 vaccination is required. Proof of immunization must include a copy of documentation indicating the vaccines received.**

**WORKING CONDITIONS AND SCHEDULE: Frequent travel to the Middle Peninsula Regional Security Center, Hampton Roads city jails along with home visits are required. This position is designated as essential. The coach must have reliable transportation and the ability to work day, evening, and weekend assignments as needed.**

**Work schedule:**

**SUMMARY**

Performs social work, mobility case management, and employment services to pre-release and post-release individuals transitioning back into the community. The coach will assist individuals housed in the Middle Peninsula Regional Security Center and other prisons as assigned. This position will provide supportive services including counseling to guide the individuals and their families from pre-release to post-release life.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

**VA CARES responsibilities in accordance with approved CARES Program Guide policies:**

- Assesses participant's needs;
- Develops action plans for assisting participant in acquiring needed skills and training;
- Refers client to appropriate resources;
- Monitors each participant's progress in achieving action plan goals by meeting regularly with them, reviewing staff observations and reports, and collaborating with referral agencies.
- Facilitates individual and group counseling sessions.
- Sets up and coordinates educational groups.
- Interviews participants.
- Maintains program data, files, and reports.
- Assists participants in obtaining employment.
- Assists participants in obtaining support services and coordinates these services with other agencies.

- Provides crisis intervention services.
- Works in collaboration with Department of Corrections and other government/community offender services.
- Assists participants with housing needs and compiles an active temporary/permanent housing bank.
- Assists participants in obtaining appropriate identification documents.
- Assists participants within approved transportation requirements.
- Provides financial literacy training and debit-based banking assistance to participants when applicable.
- Shares information concerning activities and issues in locality which affect the Community.
- Provides resource information to incarcerated individuals on community organizations; agencies and individuals providing supportive services.
- Recruits community volunteers to participate in workshops.
- Recruits and trains participant volunteers to assist with program.
- Attends meetings and training required by Virginia CARES.
- Meets or exceeds all program goals for specific service site.
- Performs other duties as assigned and required.

**PH3 Responsibilities: (in addition to VA CARES responsibilities)**

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meet with clients regularly and assign individuals and families to activities aligned with individual and household development plans.
- Provide case management/coaching services not limited to job readiness skills, employment, and housing coordination.
- Pre-screen, conduct intake and assessments to determine program eligibility, and enroll if applicable. Responsible for entering all demographics, interactions (case notes), services, and outcomes for both the individual and family members in empowOR (client management database).
- Conduct home visits.
- Help inmates at correctional facilities with outreach and advocacy upon release in the community.
- Develop, maintain, and document a strong network of referral sources to generate positive outcomes for all enrolled in the program.
- Performs other related duties as required.

**TRAINING, EDUCATION AND EXPERIENCE** include the following. Other skills within the scope of this position may be assigned.

- Experience in case management, counseling and working with persons challenged by incarceration history, substance abuse, addiction and/or mental illness.
- Training and experience in leading groups preferred.
- Knowledge of Microsoft Office required
- Experience in case management, counseling and working with persons challenged by incarceration history, substance abuse, addiction and/or mental illness.
- Training and experience in leading groups preferred.
- Knowledge of Microsoft Office required
- General knowledge of community resources and supportive services.

### **SUPERVISORY RESPONSIBILITIES**

Staff as assigned by supervisor.

### **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

### **INFORMATION PRIVACY AND SECURITY**

The employee may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Virginia Operator's license with a good driving record and reliable transportation for insurance purposes.
- Able and willing to travel. ▪ Valid Virginia Operator's license with a good driving record and reliable transportation for insurance purposes.
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### **STANDARDS FOR MEASURING PERFORMANCE**

The effectiveness of the performance will be measured by the following standards:

1. Adherence to all agency policies and procedures.
2. Documented activity for each of the expected outcomes and services listed in job description and other tasks as assigned by the supervisor.
3. Review of essential job duties, skills necessary to perform the job, continuity of education and certifications required to perform the job.
4. Check-in with supervisor at least monthly to review any areas for improvement.
5. Ability to effectively engage and communicate with agency staff, clients and volunteers.
6. Overall contribution to the achievement of the organization's mission and objectives.

**EXPECTED OUTCOMES AND SERVICES (subject to change as needed)**

- # \_\_\_\_ of household served during the month
- # \_\_\_\_ referrals made to internal program staff
- # \_\_\_\_ of successful referrals made to external partners with positive outcomes
- # \_\_\_\_ referred out with no status update
- # \_\_\_\_ households avoiding eviction
- # \_\_\_\_ households avoiding utility disconnect
- # \_\_\_\_ documented success stories captured
- # \_\_\_\_ referrals for Fair Housing complaints
- # \_\_\_\_ referrals for Financial Literacy Coaching
- # \_\_\_\_ referrals for credit counseling
- # \_\_\_\_ referrals for Housing Counseling
- # \_\_\_\_ referrals to Legal Aid Society
- # \_\_\_\_ referrals to the Housing Crisis Hotline
- # \_\_\_\_ Workplace Excellence certificates issued
- # \_\_\_\_ NorthStar Digital Literacy certificates issued
- # \_\_\_\_ job readiness workshops and seminars
- # \_\_\_\_ individuals obtaining full-time employment
- # \_\_\_\_ individuals obtaining part-time employment
- # \_\_\_\_ individuals with benefits
- # \_\_\_\_ individuals connected to social services for benefits
- # \_\_\_\_ home visits
- # \_\_\_\_ community partners
- Prepare bi-monthly one-page newsletter/overview of activities and events to bring awareness to the department.
- Participate quarterly in at least one community engagement to market HRCAP.
- # \_\_\_\_ events scheduled monthly to engage the public
- # \_\_\_\_ events scheduled to inform staff of process for assistance
- Submit monthly agency data report with specific NPI indicators and other required outcomes and services provided that have been cross-aligned with empowOR.

**RECEIPT OF JOB DESCRIPTION**

This description provides information regarding the essential functions of the designated job, as well as the general nature and level of work associated with the job. It should not be interpreted to describe all the duties that may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given I understand that if I will need accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Employee Name \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Evaluation check-in periods: 90-day probation, June 2024, September 2024. (No guarantee of any additional financial compensation just an opportunity to discuss job performance)