



NEW ENGLAND CENTER
AND HOME FOR VETERANS

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Position Title: Safe Haven Evening Addictions Case Manager
Department: Human Services Department
Supervisor: Coordinator, Safe Haven Program
Exemption: Non-Exempt
Date revised: May 2022
Schedule: Friday-Sunday, 2pm-10pm

Job Summary:

Work within a 14 bed, 24/7, low threshold program for homeless Veterans who may not yet be committed to full abstinence or recovery. Work closely with Safe Haven Team, other NECHV programming and VA Program Liaison to ensure highest quality of trauma informed, harm reduction services to meet Veterans needs and goals. This position will also assist in providing coverage and support in other Center Programs/Operations, as needed. This position is considered “essential staff” and may require working during holidays and/or inclement weather.

Responsibilities:

- Work in collaboration with other program staff and VA Liaison, work within the low threshold model of service and care, in a 14 bed, 24/7 program.
- Provide case management, substance use disorder counseling, and crisis intervention to program participants, using motivational interviewing and harm reduction models of service provision.
- Maintain an individual case load, helping each achieve individual and program goals.
- Work closely with participants on case load and with housing/SSVF team members to develop Individual Service Plans to achieve goals of transitional or permanent housing placements, increasing benefits/income, and other self-stated goals, including utilizing internal supports and external resources.
- Work to maintain safety within the Safe Haven Program and within the Center as needed, manage crisis situations and intervene with Veterans residents when needed and alerted. Work collaboratively with Operation Staff. Respond and follow up with event reports.
- Conduct regular interactions with all participants within the program to assess their current mental health status and presentation.
- Assist all participants as needed when issues arise.
- Work with Harm Reduction, Motivational Interviewing, Trauma Informed and Person Centered models of care with all program participants
- Facilitate evening activities such as movie night, card games, and groups, as needed
- Communicate relevant information about the evening shift to overnight and daytime staff via written shift notes and face to face discussion.
- Along with other team members, maintain professional relationships with outside agency referral sources and stakeholders and ensure provision of referrals that meet individual needs of program participants.
- Attend weekly Safe Haven Staff and Human Services Dept. meetings.



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- Maintain files of participants on your caseload, Ensure all data collection and documentation deadlines are adhered to.
- Work collaboratively with other NECHV programs, departments, and the Veterans Administration, maintaining positive relationships.
- Must abide by the professional guidelines set by the Human Services Dept.
- Perform other duties as needed and as assigned.

Qualifications:

- Bachelor's Degree, preferred.
- Three to five years' experience in case management and working with substance use disorders, mental illness and with a diverse population.
- Veteran status a plus.
- LADC or CADC a plus.
- Must be able to understand and work within the low threshold model.
- Must have knowledge, experience and skills working with Motivational Interviewing, Harm Reduction, Trauma Informed and Person Centered models of service.
- Must have knowledge, experience and skills in crisis intervention and de-escalation of potential situations.
- Must have strong communication and interpersonal skills.
- Must be able to maintain personal and professional boundaries with colleagues and participants.

Essential Functions of the Job:

- Must be able to work within the low threshold model of care and maintain positive working relationships with all Center programs and staff, the VA Liaison and other collaborating stakeholders.
- Strong written and oral communication skills.
- Ability to work respectfully with a challenging and diverse population.
- Ability to gather and report data for reporting and maintain participant files and records according to standards set for the program.