



NEW ENGLAND CENTER
AND HOME FOR VETERANS

EDUCATION | SUPPORT | EMPLOYMENT | HOUSING

Position Title: Manager, Massachusetts Veteran Connect
Department: Human Services
Reports to: Vice President, Human Services
Supervises: Massachusetts Veteran Connect Specialists
Exemption: Exempt
Position updated: June, 2022

Job Summary:

The Massachusetts Veteran Connect Program is a new program funded by the Department of Veterans Services to provide outreach, case management and stabilization services and financial assistance to underserved Veterans in select cities and towns across Eastern Massachusetts. This program will target Veterans impacted by poverty, racial inequities, domestic violence, behavioral health diagnosis, acute medical conditions and/or other disabilities that are barriers to self-sufficiency. Additionally, this program aims to identify and connect with Veterans who may not be eligible for U.S. Department of Veterans Affairs funded programming to fill a gap in Massachusetts Veterans Services by providing a parity of services for all Veterans who may be at risk or currently experiencing homelessness.

The Manager will work closely with the Vice President, Human Services and other members of the Leadership Team on program development, implementation, and promotion as well as staff onboarding and ongoing training to ensure smooth operations and compliance with grant requirements. Additionally, this position will supervise a team of Massachusetts Veteran Connect Specialists and will provide direct outreach, engagement, case management and stabilization services to a small case load.

Job Responsibilities:

- Lead the day to day oversight of the Massachusetts Veteran Connect Program and work to ensure that program is in compliance with and achieving all its grant deliverables.
- In conjunction with the Human Services Leadership team, Veteran Service Officers and other community stakeholders, implement creative strategies to promote the program and conduct outreach activities to establish program referrals.
- Hire, onboard and supervise Massachusetts Veteran Connect team members to maintain overall team productivity, positive morale, and ongoing professional development.
- Maintain a small caseload Veterans of about 10 to 15 Veterans annually and provide home visits. Ensure Veterans are swiftly and proactively connected with the services, benefits and care that will best meet their needs and goals. Provide appointment accompaniment as needed.
- Work with the Director of Performance Monitoring and Evaluation and HMIS Systems Manager to ensure data collection is comprehensive, streamlined, accurate, timely and is in compliance with agency and funding needs/processes. Prepare for and participate in site visits.



NEW ENGLAND CENTER
AND HOME FOR VETERANS

EDUCATION | SUPPORT | EMPLOYMENT | HOUSING

- Work closely with the finance department to accurately submit and track financial assistance, ensuring compliance with the program budget.
- Ability to embrace and demonstrate NECHV's Harm Reduction and Trauma Informed Care models within all aspects of the work.
- Work to establish community resources and partnerships that will assist in providing comprehensive services to Veterans.
- Ensure Veterans are quickly linked to financial resources, housing path and other resources that will help resolve their housing crisis.
- Deliver the highest customer service experience to all internal and external customers.
- Attend department meetings, trainings, case conference and facilitate weekly team meetings.
- Take initiative to perform other duties as needed.

Required Qualifications:

- BA, and three years' experience with the Veteran population, mental health and substance use disorders, homelessness, outreach and/or case management.
- Supervisory experience, preferred.
- Experience with case management, navigating community based resources and subsidized housing placements, required.
- Strong understanding of and commitment to Motivational Interviewing, Harm Reduction, Cultural Competency, Housing First and Trauma Informed Care.
- Excellent customer service skills and the ability to communicate professionally with Veterans, team members and partners.
- Proficiency with electronic databases and computers.
- Experience with crisis intervention and de-escalation.
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.

Essential Functions:

- Must have leadership, organizational, and interpersonal skills.
- Valid Massachusetts Driver's License.
- Ability to travel throughout Eastern Massachusetts.
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) and databases
- Strong written and oral communication skills.
- Ability to work with complex, homeless and at risk Veteran population.
- Maintain strong personal and professional boundaries.