



Position Title: Veteran 360 Clinical Case Manager
Department: Human Services
Exemption: Nonexempt
Supervisor: Director, Veteran 360 Behavioral Health Programs
Date Updated: July, 2021

Job Summary:

As part of the Veteran 360 Behavioral Health Programs, provide clinical case management and individual and group supportive mental health and substance use disorder counseling to a caseload of up to 25 Veterans. This position employs a variety of evidence based interventions including motivational interviewing, harm reduction, relapse prevention and trauma informed care to provide client centered services to Veterans.

Job Responsibilities:

Clinical Case Management

- Maintain a caseload of up to 25 Veterans. Ensure Veterans are swiftly and proactively connected with the services that will best meet their needs and goals. Provide navigation and Veteran orientation coverage.
- Manage crisis situations and intervene with caseload and with other Center residents when needed and alerted. Respond and follow up with event reports.
- Work in a collaborative manner with Veterans towards the goals of permanent housing placement, increasing income and benefits, improving self-determination and stabilization.
- Complete biopsychosocial assessments, integrated service plans and discharge plans in conjunction with each Veteran, which best meets individual needs and program requirements.
- Work in a collaborative manner with Human Services and Operations staff to provide coordinated services.
- Ensure all data collection and documentation procedures are adhered to according deadlines.
- Provide community based referrals to meet the needs of each Veteran during discharge planning to help maintain independent living. Provide appointment accompaniment as needed.
- Facilitate psycho-educational groups, discussion groups and games, as needed.
- Attend and actively participate in department, case conferencing, Review Board and program meetings as required.
- Perform other duties as assigned.

Required Qualifications:

- Master level clinician, Social Worker, Mental Health Counselor, Rehabilitation Counselor, license a plus.



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- Two years of experience with Veteran population, mental illness, substance use disorders, and/or homelessness.
- Knowledge and commitment to evidence based models such as housing first, harm reduction, motivational interviewing, relapse prevention and trauma informed care.
- Ability to employ strong clinical judgement while setting firm boundaries.
- Experience with group facilitation.
- Strong assessment and diagnosis skills.
- Crisis intervention skills.

Preferred Qualifications:

- Knowledge of services and resources in the greater Boston community.
- Case Management experience.
- Ability to travel in the community.
- Knowledge of military culture.

Essential Functions:

- Ability to be flexible and comfortable with a multi-cultural, Veterans experiencing homelessness and complex challenges.
- Ability to work collaboratively with clinical teams, other Center programs and departments.
- Excellent written and oral communication skills
- Proficiency with computers/databases.
- Strong personal and professional boundaries.
- Ability to work at least one late night.