



**Position Title:** WORTH Case Manager  
**Department:** Human Services Department  
**Supervisor:** Manager, Veteran Recovery Program  
**Exemption:** Non Exempt  
**Date Updated:** January 2023

**Job Summary:**

The WORTH (Working on Recovery from Triage to Housing) Case Manager will work as part of the Veteran 360 Behavioral Health Programs. This position will provide intensive clinical case management to complex Veterans diagnosed with co-occurring mental health and substance use disorders, who have experienced homelessness. Additionally, the WORTH Case Manager will work closely with the contracting agency (Father Bill's & Main Spring) and the Veterans Administration (VA) WORTH Liaison to ensure compliance with the WORTH contract. Additional responsibilities include providing case management to Veterans in the general population and facilitating recovery-based groups.

**Job Responsibilities:**

- Provide intensive case management to up to 9 resident Veterans enrolled in the WORTH Program. Connect with each Veteran about twice weekly based on acuity of need. Ensure Veterans are swiftly and proactively connected with the services that will best meet their needs and goals.
- Provide case management services to an additional 7-8 Veteran Residents in the general transitional population.
- Manage crisis situations and intervene with caseload and with other Center residents when needed. Respond and follow up with event reports.
- Work in a collaborative manner with Veterans towards the goals of securing permanent housing placement or long-term treatment, increasing income and benefits and improving self-determination.
- Complete biopsychosocial assessments, integrated service plans and discharge plans in conjunction with each Veteran, which best meets individual needs and program requirements.
- Provide community based referrals to meet the needs of each Veteran during discharge planning to help maintain independent living or long-term placement. Provide appointment accompaniment as needed.
- Ensure contract obligations are adhered to, including regular communication with the contracting agency as well as the VA WORTH liaison. Provide at least a weekly contact and update. Participate in phone calls as requested or needed with funders.
- Ensure all data collection and documentation procedures are adhered to according to deadlines, including completion of the weekly WORTH meeting and monthly billing.
- Work in a collaborative manner with Human Services and Operations staff to provide coordinated services.



- Facilitate addiction recovery groups utilizing various evidence based treatment modalities and interventions.
- Ensure any issues that need follow up from the Human Services Department are reported to the appropriate Human Services Department Manager.
- Attend and actively participate in department, case conferencing, review board, program meetings and other meetings as required.
- Perform other duties as assigned.

**Required Qualifications:**

- BA in related field and 3+ years of comparable experience working with complex individuals who have experienced homelessness or are diagnosed with co-occurring substance use and mental health disorders. 5+ years of comparable experience and LADC II may substitute for BA. Master's degree preferred.
- 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 skills.
- Strong 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.