



St. Vincent de Paul Society of Marin County
Job Description

Homeless Veteran Outreach Case Manager

Title: Homeless Veteran Outreach Case Manager
Status: Full-time (40 hours per week)/ Non-Exempt(hourly)
Compensation: \$30.00–\$32.69 per hour (\$62,400 – \$68,000 annually), depending on experience
Reports to: Director of Behavioral Health

Position Summary

St. Vincent de Paul Society of Marin’s Homeless Outreach Team (HOT) is an innovative program in Marin County focused on housing chronically homeless individuals through individual-focused outreach and engagement and a collaboration of public and private organizations. Our homeless outreach case managers are the key point of contact with clients and are responsible for developing strategies for engaging clients on the streets and developing a path to housing with the support of HOT partners. Much of the work, from initial outreach and engagement through housing, is performed with clients on the street.

The Homeless Veteran Outreach Case Manager will perform outreach to veterans experiencing homelessness in Marin County with the goal of helping them get document-ready, search for housing, and obtain a lease. This position focuses exclusively on serving veterans experiencing homelessness. The HOT veteran case manager must be an energetic self-starter, passionate about helping homeless individuals, have excellent communication skills, be attentive to detail and relentless in driving towards outcomes. The ideal candidate will be familiar and comfortable with veterans and homeless individuals, street culture, community resources, and will demonstrate an ability to establish trusting, hopeful relationships with these individuals, using a client-centered approach.

Duties and Responsibilities

- Provide respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities and co-occurring substance use disorders.
- Work with other HOT partners to develop strategies that help encourage homeless individuals to take steps leading ultimately to housing.
- Lead service coordination for HOT clients including assuming primary responsibility for developing and implementing goals and plans for each client in collaboration with the client and the team, providing clients with support, guidance and encouragement on his/her journey to housing.
- Proactively engage clients on the street, trying out-of-the-box ways of reaching clients who have been living on the street for many years and who may have significant trust, mental health, cognitive, emotional and substance use issues.
- Act as liaison to and consult with HOT partners and community agencies and programs to maintain coordination in the treatment process.
- Help to gather documentation and complete necessary paperwork to place clients into available housing opportunities.
- Document engagement and case notes for each client.
- Help clients adjust to life in housing, including but not limited to engaging clients around goals and aspirations, life skills, hobbies, and other activities that may be needed during the adjustment to housing.
- Work with the Program Director and the HOT steering committee to develop best practices that can be replicated with other clients.
- Accompany clients to appointments as needed.



- Coordinate with outside inpatient services and establish linkage to outpatient treatment and self-help programs.
- Refer to more appropriate case management services when needed; facilitate warm hand-off.
- All other duties as assigned by supervisor.

Qualifications

- Skills and competence to establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses, emotional dysregulation, and co-occurring serious substance use disorders.
- Strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous support and services.
- Excellent verbal, written, and interpersonal communication skills and the ability to formulate critical thinking skills.
- Must have a valid California Driver License, a driving record acceptable by SVdP's insurance company, and proof of personal vehicle insurance.
- Demonstrated ability to be empathic, understanding, and approachable
- Ability to mediate conflict resolution, crisis intervention and basic counseling skills
- Demonstrated ability to detect behavioral changes within clients that may indicate a future relapse or mental health crisis.
- Basic understanding of trauma and exploitation.
- Basic understanding of mental health diagnosis, symptoms, and treatments.
- Computer literate and able to communicate efficiently and quickly.
- Ability to adhere to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity, honesty, and maintaining strict confidentiality of all agency and client related information.
- Professional demeanor, dependability, integrity, good judgment, and sense of humor.

Preferred but not required qualifications (we encourage all interested applicants to apply, regardless of whether you meet all of the listed qualifications):

- Two (2) years of experience in mental health treatment or substance abuse treatment, or related social service experience.
- Degree or work experience in psychology or social services background a plus.
- Experience working with veterans or unhoused population strongly preferred.
- Understanding of Co-occurring Disorders.
- Specialization in Alcohol and Drug Abuse Studies.

Work Environment

- The work environment is consistent with a social services environment requiring sensitivity to clients, volunteers, and visitors both indoors and outdoors.
- Travel independently and timely for work purposes.
- Maintain strict confidentiality of all agency and client-related information.
- Able to perform physically demanding tasks when assisting clients.
- Must be able to lift 25lbs, sit on floor and rise from floor, bend, stoop, reach, squat, and walk upstairs unassisted to access multiple workspaces.



Compensation and Benefits

- Compensation: \$30.00–\$32.69 per hour (\$62,400 – \$68,000 annual salary), depending on experience and qualifications.
- Excellent benefits package, including employee’s choice of health plans (Kaiser Platinum HMO, Kaiser Gold HMO with HSA eligibility, or Anthem PPO), vision, dental, chiropractic and acupuncture, Employee Assistance Program, and Vanguard 403(b) retirement account, cell phone or cell phone allowance, free parking on-site in downtown San Rafael.

Equal Opportunity Employer

St. Vincent de Paul Society of Marin is proud to be an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Please submit resume and cover letter explaining your interest in this role to: kspence@vinnies.org.