



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

## **JOB DESCRIPTION: VETERANS SPECIALIST**

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POSITION TITLE: Veterans Specialist  
DEPARTMENT: Housing Services Department  
REPORTS TO: Director of Housing Services  
FLSA: Exempt  
LAST REVISED: 19 May 2019

### **POSITION SUMMARY:**

The Veterans Specialist is primarily responsible for managing the VA Contract Program for Homeless Veterans including provision of clinical assessments, case management, coordination with the Salisbury VA Medical Center, and contract compliance.

### **ESSENTIAL FUNCTIONS:**

1. Engage and build relationships with homeless veterans assigned to MSC's VA Contract Program.
2. Conduct clinical assessments, treatment and service plans, discharge plans.
3. Connect clients with needed agency and outside services.
4. Coordinate services with the Salisbury VA Medical Center.
5. Complete reporting, chart compliance, and incident reporting as specified in contract.
6. Develop Individualized Service Plans with clients to plan goals, address barriers to self-sufficiency, and move beyond homelessness, including treatment plan goals and psycho-social assessments.
7. Work closely with shelter staff to meet basic needs of clients and promote progress on clients' individualized service plans.
8. Provide crisis intervention assistance for clients as needed.
9. Tracks progress toward outcomes for each client engaged.
10. Provide housing assistance to non-Contract veterans in the shelter, as Contract caseload allows.

### **OTHER RESPONSIBILITIES:**

1. Work collaboratively as a team member.
2. Serve as a liaison to VA Salisbury Medical Center and VA Contracting Officer Representative (COR).
3. Work with agency partners including local government, nonprofit agencies, businesses, and the faith community.
4. Participate in staff training, staff meetings, and development activities as directed.
5. Perform other duties as directed by supervisor or required by VA contract.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Masters of Social Work or Masters of Counseling with licensure required. Two or more years' experience preferred. Provisional license will be considered.
2. Experience working with homeless and/or Veteran populations. Experience working in a homeless shelter or day center environment preferred.
3. Knowledge of, or ability to quickly develop competency with, issues related to homelessness, effective intervention techniques, and motivational interviewing. Understanding of mental illness, substance abuse, and effective crisis intervention techniques is essential.
4. Skill required to plan, organize, and coordinate clinical and case management activities; communicate effectively orally and in writing; provide liaison to service partners, governmental agencies, and the public; promote social services programs and provide public relations; work effectively with staff, volunteers, clientele, and the public; prepare and present reports; manage client records in hardcopy and database formats.
5. Ability to work independently with minimal daily supervision; work as member of multiple teams; and compassionately engage and build trust those we serve. .
6. Valid drivers license required.

### **WORKING ENVIRONMENT:**

Responsibilities of the Veterans Specialist involve flexible scheduling, and work beyond the regularly scheduled workday. Working within both agency shelters, in the community, and at other service providers' locations, including the Salisbury VA Medical Center, is required. This position requires some work in the evening, at night, on weekends, and occasionally on holidays.

If you are interested in applying, submit your resume and cover letter to [Resumes@MensShelterofCharlotte.org](mailto:Resumes@MensShelterofCharlotte.org)