



JOB POSTING

JOB TITLE: Care Manager
REPORTS TO: Supportive Services Manager
STATUS: Full time; non-exempt
PAY RATE: \$24.00/hour

09.2026

PRIMARY FUNCTIONS:

- Provide support to clients through case management, advocacy, and referrals, primarily on a walk-in basis.
- Ability to effectively engage and build rapport with individuals experiencing a wide range of mental health, substance use, and co-occurring disorders. Demonstrates cultural competence and sensitivity when working with people from diverse cultural, ethnic, racial, and sexual orientation backgrounds, fostering an inclusive and supportive environment.
- Demonstrate the ability to engage people in the case management process using motivational interviewing and a trauma informed approach.
- Conduct home visits with veteran clients to assess housing and financial stability, identify unmet needs, and provide referrals and connections to appropriate support services. Complete required monthly grant reporting and quarterly reviews with VA liaison.
- Create and maintain electronic client files in accordance with agency guidelines and requirements.
- Maintain accurate and timely documentation of referrals, interventions, meetings, and client records in compliance with HIPAA and other relevant standards.
- Provide as needed support to Intake and Quartermaster (food pantry and clothing closet).
- Develop and maintain the community linkages necessary to facilitate referrals.
- Communicate effectively and work cooperatively with VOC staff and community partners.
- Conduct regular outreach to engage veterans and increase awareness of available services.
- Demonstrate commitment to the principals of the Sanctuary Model, which is used as a blueprint for clinical and organization change and promotes safety and recovery from adversity through the active creation of a trauma-informed community.
- Support the mission of the VOC and collaboration both inside and outside of the organization.

PREFERRED QUALIFICATIONS:

- Minimum one year of case management experience in human services, along with at least a high school diploma/GED.
- A veteran or a person with solid knowledge of veterans' issues and special needs strongly preferred.
- Excellent verbal and written communications skills with a nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Able to engage and maintain positive relationships with veterans and their family members; develop collaborative relationships with VOC personnel and community stakeholders; and maintain confidentiality.
- Effective interpersonal communication skills; a willingness to be helpful, dependable, flexible, patient, and creative; and the ability to remain calm during crisis situations required.
- Organizational skills, time management, and demonstrated ability to collect data, write reports, and maintain accurate and timely client files. Proficient/Skilled in use of web portals, the internet, and Microsoft Office.
- Work a flexible schedule, varying hours according to program needs.
- Valid NY State driver's license and clean driving record.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***