JOB POSTING

JOB TITLE:	Residential Services Care Manager (OPH)	10.2026
STATUS:	Full Time; Non-Exempt; Mon-Fri 11am-7pm	
REPORTS TO:	Residential Manager	
PAY RATE:	$24/hour, DOE	

PRIMARY FUNCTIONS:

- Supporting primarily female veterans in a residential housing program by providing case management and support to residential clients and help to facilitate conflict resolution between residents.
- Monitor residents, facilitating their attendance at support groups, supervises the dispensing of medications.
- Communicate effectively and work cooperatively with residents, VOC staff, and community professionals.
- Prepare treatment plans, progress notes, and all other required client paperwork daily.
- Maintain documentation of interventions, meetings, required correspondence, and residential records.
- Documentation must be compliant with HIPPA and other compliance regulations/entities.
- 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.
- Work a flexible schedule, varying hours according to program needs.
- Actively participate in agency meetings and training sessions.
- Oversee client transportation needs in agency vehicles.
- Administer urine screens and Breathalyzer.
- Perform room inspections, monitor client resolution of identified tasks.
- Utilize a Trauma Informed Care approach when working with clients and staff.
- Meet weekly with residential team to discuss client progress and other relevant residential/agency matters.
- Maintain open communications with supervisor to address concerns on an “as needed” basis.
- Support the mission of VOC, collaboration both inside and outside of the organization. Conduct outreach as needed.

PREFERRED QUALIFICATIONS:

- Minimum one year of case management experience in a residential facility or other relevant work experience, along with at least a high school diploma or equivalent.
- Prefer Certified Alcohol Substance Abuse Counselor (CASAC) OR CASAC-T credential, or willing to obtain.
- A veteran or a person with solid knowledge of veterans’ issues and special needs strongly preferred.
- A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Must possess the ability to engage and maintain positive relationships with veterans and their family members; as well as develop collaborative relationships with VOC personnel and community stakeholders.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm during crisis situations are required.
- Accountable, organized, and able to collect data, write reports, and maintain accurate and timely client files.
- Valid NY State driver’s license and clean driving record and reliable transportation.
- Ability to adapt to a flexible work schedule; available for on-call duty as requested.
- 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.