**JOB POSTING**

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| **JOB TITLE:** | Residential Services Care Manager | 10.2026 |
| **STATUS:** | Full Time; Non-Exempt; Mon-Fri 3pm-11pm | |
| **REPORTS TO:** | Residential Manager | |
| **PAY RATE:** | $24/hour, DOE | |

**PRIMARY FUNCTIONS:**

- Supporting male veterans in a residential housing program by providing case management and support to residential clients and help to facilitate conflict resolution between residents.
- Monitor male residents, facilitating their attendance at support groups, supervise 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 observed urine screens (male staff only) and Breathalyzer.
- Perform room inspections of male residents, 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.***