JOB POSTING

JOB TITLE: Care Manager/Female Veterans Focus 11.2026
REPORTS TO: Supportive Services Manager
STATUS: Full-time Regular; Non-exempt
PAY RATE: $24/hour, DOE

PRIMARY FUNCTIONS:

- Provide support to clients via case management, advocacy, and referrals.
- Will provide specific focus to working with female veteran population.
- Facilitate veteran peer support groups and female veteran specific programming.
- Ability to recognize and relate effectively to people with diverse psychiatric, alcohol and substance abuse problems, both individually and in groups, and people with diverse cultural, ethnic, sexual orientation, and racial backgrounds.
- Demonstrate ability to engage people in the case management process using motivational interviewing and a trauma informed approach.
- Assist clients with obtaining emergency and permanent housing.
- Create and maintain electronic client files in accordance with agency guidelines and requirements.
- Maintain documentation of interventions, meetings, required correspondence, and client records; documentation must be compliant with HIPPA and other compliance regulations/entities.
- Develop and maintain the community linkages necessary to facilitate referrals.
- 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.
- Contribute to the program development and cross-train in support of program objectives.
- Work a flexible schedule, varying hours according to program needs.
- Communicate effectively and work cooperatively with VOC staff and community partners.
- Support the mission of the VOC and participate in outreach activities.

PREFERRED QUALIFICATIONS:

- Minimum of one year of experience in case management or client services work.
- Military experience or solid knowledge of veterans' concerns strongly preferred.
- Good 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.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm during crisis situations are 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 portal, the internet and Microsoft Office.
- Valid NY State driver's license and clean driving record.
- Reliable, dependable, and capable of maintaining confidentiality.
- 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.