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## HIGH-RISK INTERVENTION SPECIALIST

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**Summary of Position:** Responsible for providing ongoing transitional case management, therapeutic interventions, and substance use counseling services to Veterans transitioning from homelessness into permanent housing placements in the City of Chicago. Interventions provided must be strength-based, client-centered, relationship-driven, and family-focused services. They are also responsible for providing immediate, effective crisis intervention to all Veterans enrolled. The High-Risk Intervention Specialist is also responsible for the development of contacts with service providers and agencies for Veteran referrals, educating clients on available services, and monitoring the provision of services by VOA of IL.

**Position Type:** This position is full-time, exempt, and reports to the Director of Clinical and Resident Services. This position includes an on-call component.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position.

- Provides in-home case management services to Veterans transitioning into permanent housing that will support them maintaining their housing and independence.
- Develops person-centered individualized service plans for each Veteran entering the program.
- Provides therapeutic interventions, psychoeducation, and substance use counseling as needed and outlined within the individualized service plan.
- Maintains client files, notes, and records for each individual enrolled in the program.
- Conducts home visits minimally once monthly for each assigned case.
- Effectively manages a crisis hotline during assigned weeks.
- Completes outreach to all external community partners to obtain referrals to program.
- Delivers services with sensitivity to the individuals' cultural and socioeconomic characteristics and engages individuals with respect and integrity.
- Represents the interests of the agency, the program, and the program participants in all activities.
- Invests in creating and supporting a healthy and successful workplace culture.
- Upholds the mission and values of VOA of IL.

**Other Duties:** As assigned by supervisor

**Work Environment:** This position operates in a professional office environment and is also required to work from multiple locations throughout the greater Chicagoland area to complete home visits, outreach, and attend events. This position will require 40 hours a week on average and will be variable and intermittent. Includes weekend and evening hours. Also includes an on-call responsibility for 7 days biweekly.

**Physical Demands:** Physical Demands are part of the essential functions of the position. The individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, frequently communicate with clients and employees of VOA of IL, and others involved in the care and custody of clients. The individual

must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

**Qualifications:**

- Experience in service management, including organizing, problem solving, and advocating.
- 3 years of experience serving the Veteran population. Experience working with the formerly homeless population will also be considered.
- Demonstrated experience providing person-centered, trauma-informed interventions to clients experiencing low income.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem solving, and organization skills.
- Individual must be a valid driver in the State of IL, which includes having a current driver's license in good standing, access to a safe and reliable vehicle during all work hours, and have adequate and current vehicle insurance.
- Proficient in Microsoft Office, especially spreadsheets, database and reporting tools.

**Education and Experience:**

1. This position requires a Master of Social Work or a Master of Counseling degree or equivalent clinical degree. Qualified candidates will possess either an LSW or LCP.
2. Must either have or immediately obtain training in Motivational Interviewing, Trauma-Informed Care, Housing First Model, and Harm-Reduction Models.
3. A minimum of 3 years of relevant experience serving Veterans and/or formerly homeless individuals.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-time