



Senior High Risk Intervention Specialist

About Us: Volunteers of America is a national, faith-based nonprofit organization founded over 125 years ago. VOA Illinois is one of the oldest affiliates of the Volunteers of America family delivering strength-based trauma-informed, gender-responsive and culturally sensitive programs and services at the highest standards of excellence to our clients. We have never stopped reinventing our services and we continue to innovate based on our communities' evolving needs. VOA Illinois, a certified "Great Place to Work," fosters an organizational culture focused on faith, innovation and collaboration. Year after year VOA IL expands and promotes from within, holding a workforce with over 50% having experienced promotion. Check out our careers page to find more opportunities at [PAYCOMONLINE.NET](https://www.paycomonline.net).

Position Type: This position is full-time, exempt, and reports to Vice President, Program Development and Strategy. This position includes an on-call component.

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.

Core Competencies: To perform this job successfully, an individual **must** be able to meet or exceed the following;

- Drive engagement and communication with clients that embodies empathy, patience and emotional intelligence.
- Advocate for clients using active listening to determine resources and meet various needs.
- Collaborate with VOA colleagues, outside organizations or vendors, etc. to connect clients and obtain necessary resources.
- Display discipline in managing time and attention to assigned caseload, tasks or projects.
- Exercise prudent stewardship of agency resources.
- Exhibit cultural competence while serving clients of diverse backgrounds and commit to expanding knowledge and understanding of different communities and people groups.
- Demonstrate ethical and professional behavior at all times.
- Engage with trauma-informed care approach and practice principles.
- Recognize and display ability to de-escalate and resolve conflict as necessary.

Program Overview: Veteran Transition Services (VTS) provides general case management services for Veterans who have previously experienced homelessness and are now residing in permanent housing. Veteran Transition Services offers support in many domains in order to help Veterans achieve financial independence and long-term stability. It's important to note that Veterans who are already enrolled in other programs such as HUD/VASH or SSVF are generally ineligible for this program.

The Senior High Risk Intervention Specialist is responsible for providing ongoing transitional case management and psychoeducational counseling services to Veterans transitioning from homelessness into permanent housing placements. Interventions provided must be strength-based, client-centered, relationship-driven, and family-focused services. They are responsible

for providing immediate, effective crisis intervention to all Veterans enrolled. They are also responsible for data collection, outreach tracking, and ensuring minimum caseload expectations are met. The Senior 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 Illinois. Responsible for overseeing the veteran transitional services staff to ensure grant requirements and agency expectations are met.

Essential Functions:

- Provides in-person case management services and home visits to a minimum caseload of 16 Veterans transitioning into permanent housing that will support them maintaining their housing and independence utilizing a critical time intervention strategy.
- Develops person-centered individualized service plans for each Veteran entering the program.
- Provides housing navigation services to Veterans currently experiencing homelessness who are transitioning to housing placements.
- Provides psychoeducation and 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.
- Responsible for tracking and assigning outreach efforts throughout the GPD CM Program.
- Responsible for compiling data reports in accordance with VA guidance to submit monthly caseload trackers.
- Responsible for reporting data to program supervisor for subsequent entry into HMIS system.
- Responsible for overseeing the daily operation of a team of 2 HRIS staff.
- 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 Illinois.

Other Duties: As assigned by supervisor.

Education and Experience:

1. This position requires a Master's degree in a human services field and must already have or be eligible to obtain an LSW or LPC with 6 months of hire.
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.
4. Experience in service management, including organizing, problem solving, and advocating.
5. 3 years of experience serving the Veteran population. Experience working with the formerly homeless population will also be considered.
6. Leadership experience strongly preferred.

7. Demonstrated experience providing person-centered, trauma-informed interventions to clients experiencing low income.
8. Ability to communicate effectively and maintain good relations with clients and employees.
9. Excellent communication, writing, problem solving, and organization skills.
10. 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.
11. Proficient in Microsoft Office, especially spreadsheets, case management file systems such as EchoVantage, and reporting tools.

Compensation and Benefits: Base Salary Range: \$62,000 - \$67,000

- BCBS IL Medical Dental, Vision
- 403b/403b Matching
- Paid-Time Off
- Life Insurance
- PSLF
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA) / Health Savings Account (HSA)
- Referral program
- AFLAC Supplemental Insurance options

EEOC Statement

VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, persons with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.

VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.