



Assisting Service Members, Veterans & Families

## Senior Case Manager (Outreach & Partnerships)

The Senior Case Manager (Outreach & Partnerships) provides oversight of HFMN navigation activities in coordination with other Senior Case Managers; provides information and assistance and navigation (non-clinical case management) to HFMN clients; conducts outreach to military, veteran and community members regarding services available through HFMN and our partner network; and helps coordinate partner trainings and data sharing. This individual will provide proactive support for service members, veterans and their families, including information and assistance, resource referral, follow-up assistance and advocacy for individuals and families to access and receive needed services. The Senior Case Manager (Outreach & Partnerships) duties include, but are not limited to:

- Work with HFMN Case Management team to manage caseloads for general navigation and financial assistance cases, as well as ensure appropriate documentation of client data, quality and accuracy of referrals, and adequate follow-up of clients to facilitate access to needed services and improved outcomes for clients.
- Work with HFMN Case Management team, HFMN program evaluator, and HFMN partners on HFMN and partner data reporting and tracking, including HFMN client databases and implementation of Unite Us technology platform to track referrals to/from HFMN and partners.
- Participate in regular outreach activities to educate community organizations and service members, veterans and their families regarding HFMN's activities and promote use of HFMN's assistance/resources (including partner agencies, Network of Care website, call-in support, and navigation assistance).
- Work with HFMN Executive Director and Deputy Director and other HFMN staff to help coordinate outreach efforts for HFMN.
- Help coordinate monthly partner training/networking meetings, including scheduling of speakers and updating and implementing annual partner training schedule, as well as sharing information on meetings with partners.
- Work with HFMN staff, partners and other stakeholders to ensure services listed in HFMN's Network of Care service directory and community calendar are accurate and updated regularly.
- Provide timely (within one business day) telephone, e-mail, and web-based information and assistance to clients who contact HFMN directly or are referred by HFMN partners or other agencies to identify needs and connect service members, veterans and family members to services and resources provided by HFMN partners or other appropriate agencies to meet client needs.

- Provide navigation support by assessing needs, developing goals and navigating resources, including helping clients access multiple services through the HFMN partner agency network and other providers, as needed.
- Vet and process client applications for emergency financial assistance from intake through closure, including working with Case Review Committee, as outlined in HFMN Financial Assistance procedures.
- Provide emergency financial assistance to clients based on eligibility criteria established through, and approved by, the HFMN Board of Directors.
- Conduct follow-up, including follow-up surveys, with all clients to ensure services accessed; identify and assist with additional services, as needed; and track outcomes for individuals and families.
- Maintain secure customer records, including service needs, service connections, and individual outcomes, in HFMN databases.
- Work with HFMN Executive Director, Deputy Director and contract program evaluator to assist with tracking of data/metrics/client outcomes in HFMN's call center and FileMaker databases and other data sources for reporting of HFMN outcomes/impact for quality improvement and grant reporting purposes in order to improve HFMN processes and outcomes for clients.
- Assist with training case management staff on navigation and financial assistance procedures and recommend updates to procedures, as needed.
- Work with Case Management Team to track monthly spending of HFMN grant resources for financial assistance grants to ensure timely expenditure of grant funds.
- Complete monthly, quarterly, and annual reports for financial assistance grant funders, based on grant requirements.
- Work with Executive Director and Development & Communications staff on data/metrics for grant applications and grant reports, as needed.
- Help ensure that case managers are aware of resources available to assist service members, veterans and their families, including identify resources to be included in HFMN's Network of Care Service Directory.
- Work with Development & Communications staff to identify and facilitate client testimonials.
- Serve as HFMN liaison to VA providers, county VSOs and other agencies who refer clients directly to HFMN.
- Attend grantor trainings or other partner meetings, as needed.
- Help maintain relationships with partners and cultivate new partnerships.
- Represent HFMN at meetings and military and community events; and
- Other duties as assigned.

### **Supervisor**

HFMN Executive Director

### **Qualifications**

1. Bachelor's Degree in Social Work or related field; combination of education and experience may be considered.
2. Experience working with non-profit organizations, including knowledge of local military and veteran resources.
3. Must be military or veteran-connected (veteran or family member of service member or veteran).
4. Knowledge of customer/client tracking databases.
5. The successful candidate must be able to pass a background check.

The individual who fills this position must be able to work independently and be a team player, with a strong commitment to HFMN's mission of assisting service members, veterans and their families. Must have strong customer service focus and excellent communication skills and the ability to network and build relationships with individuals, agencies and other stakeholders.

### **Compensation**

The salary range for this position is \$3,750-\$4,400/month.

HFMN offers group Medical, Dental, Vision, Life or Accidental Death & Dismemberment insurance, as well as accrued Paid Time Off and twelve paid holidays per year.