



## VETERANS VILLAGE OF SAN DIEGO

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### SSVF Intake Supervisor

#### Description

##### **PURSUE YOUR PASSION, Not Just Another Job!**

Veterans Village of San Diego is looking for employees who are passionate about serving all veterans. Changing the life of a vet takes a whole lot of work. It also takes dedication and commitment to our motto: Leave No One Behind. But the rewards are out of this world! We work hard, but we also enjoy having fun together. If you wish to be a part of this team and are ready to work for a cause, not just a paycheck, then VVSD is the place to start!

The **SSVF Intake Supervisor** meets with clients and assess their eligibility and readiness to work with the SSVF program and is responsible for all duties associated with providing Emergency Housing Assistance (EHA) to SSVF program participants. This position will work collaboratively with other Intake staff and VA Supportive Housing (VASH) staff, provide the SSVF team ongoing updates regarding the status of participants' emergency housing, and serve as the primary point of contact for the hotels/motels/transitional housing programs used for emergency housing.

If you are committed to positive outcomes for our veterans, this is the position for you!

#### Essential Duties and Responsibilities

- Hires, trains, manages and evaluates program staff
- Oversees program and contractual outcomes including responsibility for program planning and distribution of workload.
- Prepares and submits all paperwork and necessary reports in an accurate and timely manner to funders and Director as required
- Ensures program quality assurance to track program participant data for specific outcomes and reports.
- Attends internal and external meetings, including Veterans Administration (VA) meetings as required, representing SSVF program
- Remains current in the field of service provided by the program (veterans services, homeless services, etc.) through self-initiated avenues, as appropriate
- Participates in the development of long-range plans, service delivery model, and other significant strategies and/or systems.
- Develops project plans and coordinates projects
- Communicates changes and progress
- Conduct an in-depth assessment of all clients to determine program eligibility and identify housing barriers including but not limited to tenant history, financial history, social supports, criminal history, and employment history
- Complete SSVF program enrollment in Homeless Management Information System (HMIS) and enter all EHA-related expenses into HMIS

#### Hiring organization

Veterans Village of San Diego

#### Employment Type

Full-time

#### Date posted

September 24, 2021

#### Apply

Send your Resumes and Cover

Letter to [hr@vvsd.net](mailto:hr@vvsd.net)

- Maintain a log of demographic information and program application outcomes for all veteran households seeking assistance
- Develop new resources for un-met client needs and program expansion in conjunction with SSVF case managers
- Assure that each applicant is provided appropriate services or referrals and utilizes program components that are consistent with the client's service needs
- Regularly coordinate and communicate with VASH outreach and SSVF Intake Coordinators
- Conduct outreach to various community-based programs and organizations to discuss referrals and attend community-based and program-based meetings
- Attend SSVF team and VVSD agency meetings as required
- Other duties as assigned by supervisor

## **Qualifications**

- Minimum of bachelor's degree in Human Services, Social Work, or related field preferred.
- Ability to rapidly develop rapport with SSVF program participants in order to build working relationships with the client population.
- Must also be able to maintain client documentation.
- Must be able to hold to high standards of confidentiality.
- Knowledge of HMIS a plus.
- Prior experience working with the homeless population is a plus.
- Ability to prioritize competing responsibilities and thrive in challenging and frequently changing situations.
- Proficient skill level in Microsoft Office (Word, Excel, PowerPoint, Teams, SharePoint)
- Valid California driver's license and up-to-date vehicle insurance, as well as a clean driving record.
- Must be able to fluently read, write and communicate in English.
- Must be able to sit for long periods of time.
- Must be willing to use personal vehicle to perform work duties when necessary.
- Must be able to comfortably perform, both physically and mentally, all aspects of job description and other duties as assigned by supervisor.
- Experience supporting programs serving homeless individuals/families and those diagnosed with physical or mental disabilities a plus.
- Must be able to pass a background check and drug screen.

## **Physical Requirements:**

- Ability to bend and lift light objects
- Ability to sit for extended periods of time while viewing a computer monitor
- Dexterity of hands and fingers to operate a computer keyboard
- Capable of hearing and speaking to exchange information
- Ability to read reports and data
- Must be able to work in a noisy, busy environment.

## **Job Benefits**

VVSD offers competitive pay and benefits including 12 paid holidays a year, paid vacation and paid sick leave, pension, health insurance, dental and vision plans.

*Please Note:*

- • *If you were a client of VVSD, you must have been out of all programs for a minimum of 2 years.*
- • *Veterans Village of San Diego is an equal opportunity workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity, or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*