



JOB DESCRIPTION

POSITION TITLE: Director of Veteran Services

BASIC JOB FUNCTION: EUMA's Director of Veteran Services is responsible for the administration of EUMA's efforts to make veteran homelessness rare, brief, and non-recurring in NW Pennsylvania. S/he will oversee, integrate and work with the executive director and other community members to expand EUMA's services to Veterans and their families.

REPORTS TO: Executive Director

WORK HOURS: 40 hours/week will be the expectation and there will be weeks that will exceed 40 hours.

WAGE AND BENEFITS: \$32,000 – \$36,000 | 100% paid for health (or annual cash payout for waving health insurance), dental and vision insurance, 15 days of vacation, 10 days annually accrued sick time, 3 days of personal time, 11 paid holidays and employee assistance program.

ESSENTIAL JOB RESPONSIBILITIES: Housed people are not homeless people. The director of Veteran services is responsible for the overall coordination of the day to day operations and activities of EUMA's Liberty House transitional shelter for homeless Veteran men partially funded through a grant from the Veterans Administration and a VA funded homeless Veteran case management program. Activities include staff supervision/training, delivery of services, acting as agency/community liaison, programming and family support. The director works with the executive director of EUMA to maintain and grow region-wide Veteran services as need and opportunities arise.

Activities for all work of the director will increase housing stability for all Veterans and include, but are not limited to the following:

- Embrace and embody the mission, vision, values and strategic goals of EUMA;
- Understand and when able, promote and/or support all agency-wide services;
- Provide on-site direction to Liberty House, EUMA's transitional homeless shelter for Veterans and housing case management staff;
- Work closely with the Erie VA Medical Center's Homeless Team and EUMA Veteran Services team members to implement Veteran program plans, goals and objectives and ensure all activities for progress of residents within program are carried out and documented within guidelines established by EUMA, the VA and other funding sources;
- Provide trauma-informed, ethical, confidential and professional services to all residents/clients at all times;

- Advocate, provide case management, crisis intervention, support, life skills management and related services to all homeless Veterans in our care;
- Conduct and/or oversee case management meetings with residents to document progress; handle new issues and make referrals; communicate with judges, Veterans Justice Outreach, probation officers and others to provide accountability documentation;
- Conduct and/or oversee client intakes and social assessments for clients;
- Keep records and make reports as necessary for all grants;
- Collaborate with other members of intake decision team to interview potential residents/case management referrals and make acceptance decision following appropriate protocols, prepare intake binders, receive and document new medications, review client handbook for possible revisions, perform self-sufficiency matrix;
- Manage monthly staffing schedule, provide for proper coverage in cases of sickness, vacation, etc., maintain availability by phone in case of emergency and/or identify a your designee, oversee time sheet submissions in a timely manner;
- Collaborate with executive director and peers to ensure staff are properly trained and motivated to carry out their responsibilities;
- Support with your time, knowledge and experience to the fundraising efforts or your colleagues;
- Welcome, receive, document and thank all donors for the gifts of their time, talent and treasure;

QUALIFICATIONS:

- Certified Peer Support and/or Certified Recovery Specialist sought, but not required;
- Veteran highly preferred;
- Bachelor's Degree in Social Work or related field and/or three to five years related work experience;
- Initiative, ability to work independently under general supervision, and highly developed sense of responsibility
- 1-3 years of supervisory/management experience preferred;
- Must be able to pass a drug test, acts 33/34 criminal background/fingerprint check;
- Ability to lift 40 lbs preferred;
- Understand and commitment to housing first principles;
- Demonstrated ability to provide servant leadership;
- Practiced in using motivational interviewing as a primary tool – we demand little and expect much;
- Persons with lived experience and persons of color are strongly encouraged to apply;
- Spanish speakers are sought, but not required;
- Computer knowledge is desirable;
- Must understand and exercise self-care;
- Must have access to full-time private transportation and a valid PA driver's license;
- Excellent organizational skills;
- Ability to communicate effectively, both verbally and in writing;
- Ability to work comfortably with people of diverse backgrounds and alternative lifestyles in a non-judgmental manner; and
- Ability to interact professionally with staff, clients and other members of community

**Please submit a cover letter and resume' to Info@EUMA-Erie.org or mail both to:
EUMA | Human Resources, 1033 E. 26th St., Erie, PA 16504**