



Employee Position Description

SSVF Program Compliance Specialist

Location: InteCare Administrative Offices, Indianapolis, Indiana
Reports to: Grants & Special Projects Manager
Supervises: N/A

This is a Full Time, Salaried, Exempt, middle management position.

Job Summary: This is a middle management level position with responsibilities key to the success of the InteCare SSVF Program to ensure that Veterans and their families have efficient and effective access to the program.

Scope of Role/Principal Responsibilities: The following responsibilities include, but are not limited to:

- Responsible for reviewing all completed enrollments to ensure compliance with program standards and completeness of documentation
- Responsible for general oversight of TFA process
- Access TFA email on a daily basis and conduct initial review to ensure documentation compliance with SSVF Program Standards
- Responsible for approval and coordination of all incoming HUDVASH referrals
- Responsible for general oversight of documentation compliance, upcoming recertification and exit dates
- Responsible for attendance at case conferencing and the overall management of updates to the SSVF Master List
- Responsible for coordination regarding program participants for any urgent or specialized TFA
- Responsible for completing monthly audits and providing feedback on participant records
- Responsible for ongoing TFA budget reconciliation with finance department
- Responsible for overall management of InteCare SSVF database
- Responsible for assisting with onboarding training for new SSVF team members
- Responsible for assisting Grants & Special Projects Manager with ongoing staff training
- Responsible for assisting case managers with documentation compliance standards

- Responsible for networking with, and coordination of community resources and partners
- Responsible for representation of program at community events
- Maintain confidentiality of all program participants
- Other duties as required

Required Education, Training, and Professional Licenses & Credentials: Bachelors Degree in Behavioral Health or Human Services field required; Masters Degree in Behavioral Health or Human Services preferred.

Required or Preferred Prior Work Experience: Veteran either currently active or previously discharged with anything other than a dishonorable discharge is preferred. Previous experience working with Veterans preferred. Grant compliance experience preferred.

Expected Professional Requirements, Competencies & Skills:

- Extensive overall knowledge of Veteran Administration system benefits, documentation requirements, resources and overall operations;
- Extensive overall knowledge of community resources
- Excellent writing and interpersonal skills, as well as leadership skills;
- Excellent computer skills including proficiency with Microsoft Office applications and familiarity with data entry and reporting
- Must have excellent communication skills especially when communicating with individuals who are in distress
- Must be proficient in use of cell phones and other applicable electronic equipment, as well as social media
- Must have Valid Indiana Driver's License and reliable transportation

Working Conditions:

- Expectation of working in office settings

Created: July 9, 2019

I have read the above stated requirements and duties and have had an opportunity to ask questions.

Employee Signature

Date