



## Employee Position Description

### SSVF Team Lead

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

This is Full-Time, Non-Exempt, Staff Position

**Job Summary:** This is a middle management position with direct responsibilities key to the success of the InteCare SSVF Program to ensure Veterans and their families obtain and maintain permanent housing. The Team Lead is responsible for training new team members and providing ongoing direction and assistance to SSVF staff.

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

Team Lead:

- Provide assistance and direction to Case Managers and Housing, Resource and Outreach Specialists
- Train new team members
- Direct Case Managers on documentation compliance standards
- Provide assistance and support to team members in the community as they build a caseload
- Responsible for ongoing training and updates to the team program standards
- Meet regularly with subcontractor teams
- Assist Case Managers with development of individualized goals and housing sustainability plans in collaboration with program participants
- Review Housing Stability Plans
- Review case notes
- Train and mentor team members
- Review monthly audits and work with team members on documentation as needed
- Assist Grants & Special Projects Manager with facilitation of SSVF Team Meetings
- Complete critical incident forms and initiate incident follow up as needed
- Act as resource for team members regarding referrals and linkages to community resources

### Case Management:

- Complete screening of Veterans and their families
- Ensure eligible participants and their families obtain permanent housing
- Work with participants to determine and coordinate all additional supportive services that are required to assist with the maintenance of permanent housing
- Outreach to the community to increase knowledge of the program and locate individuals who may be eligible for SSVF Services
- Attend community outreach events
- Maintain case load as needed
- Ensure needed coverage for all geographic regions upon case manager vacation, illness or separation
- Complete all program documentation as required, including timely data entry into HMIS system
- Assist participants to complete surveys as required
- Maintain confidentiality of all program participants
- Other duties as required

**Required Education, Training, and Professional Licenses & Credentials:** Bachelors degree in health care, mental health care, health-care administration related field preferred. Masters degree preferred.

**Required or Preferred Prior Work Experience:** A minimum of three years experience in mental health care or case management with adults is required. Supervisory experience preferred. Experience with Veterans preferred. Experience facilitating training preferred.

### **Expected Requirements, Competencies & Skills:**

- Must have Valid Indiana Driver's License and reliable transportation
- Must have effective interpersonal and oral communication skills
- Must have good written communication skills
- Must be proficient with computers and use of basic software programs such as Microsoft Office
- Must be proficient in use of cell phones and other applicable electronic equipment
- Excellent organization, time and task priority management skills

### **Working Conditions:**

- Primarily working out in the community in Indianapolis and the surrounding counties
- Participation in team and other meetings as required
- Significant Travel is Required

**Created: July 1, 2019**

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

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Employee Signature

Date