

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Program Coordinator, Veterans Services
Case Management
Bureau of Aging & Disabilities

An Equal Opportunity Employer

Program Coordinator, Veterans Services Case Management – Bureau of Aging & Disabilities

\$19.72 hourly, 25 hours per week – contractual position

Hours are typically Tuesday through Friday from 9:00 am – 3:45 pm

This position will remain open until filled

The Bureau of Aging and Disabilities is currently searching for a candidate to provide case management services to Veterans who are homeless, Veterans who have emergency financial needs and Veterans who need assistance with connecting to programs/services that fall outside of the VA system.

Daily tasks include but are not limited to, performing case management, assessing client needs, program eligibility, referrals to relevant providers, collecting data, performing data entry, maintaining client files and meeting with program clients. Other duties involve participating in Ending Veteran Homelessness initiatives, effectively communicating with coworkers and staff of partner agencies, and participating in Veterans Advisory Council/other relevant meetings.

The ideal candidates should have case management experience, knowledge of community resources, excellent customer service skills, the ability to work independently and as part of a team and effective communication skills.

See next page for full job description

Qualifications:

1. Bachelor's degree in human services, social work or related field
2. Two years experience in case management or program implementation
3. Previous experience with community services or homeless programs desired
4. Valid driver's license
5. Requires criminal background check as condition of employment

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ 40 hours of paid time off

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Request an application by calling our office or sending an email to: jobs@carrollcountymd.gov
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

9/23/2022

(23-38)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kristy L. Bixler, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

PROGRAM COORDINATOR – VETERANS SERVICES CASE MANAGEMENT

GENERAL RESPONSIBILITIES

Provides program coordination, service delivery, implementation and/or case management for the Veterans Services Program in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide implementation and service delivery of specified program(s) and project(s)
2. Perform case management coordination, determine eligibility, conduct appointments and field visits
3. Assess client needs, program eligibility, collect data, provide information, answer questions and make referrals
4. Receive, investigate and resolve problems
5. Compose, prepare and process reports, correspondence and required literature
6. Develop and maintain effective working relationships with community agencies that provide services to Veterans
7. Establish, organize and maintain files and computer records management/file systems
8. Provide program leadership to the Carroll County Veterans Advisory Council, participate in workgroups and attend public meetings
9. Compile reports required by management and/or government agencies
10. Act as a liaison to Veteran Service Organizations in Carroll County
11. Perform related duties as to specific assignments
12. Any employee may be identified as Essential Personnel during emergency situations
13. Communicate with managers, supervisors co-workers, citizens and others, maintains confidentiality and represents the County
14. Provide service to customers by answering questions, providing information, making referrals and assuring appropriate follow-through and/or resolution

EDUCATION AND EXPERIENCE

1. Bachelor's degree in human services, social work or related field
 2. Two years experience in case management or program implementation
 3. Previous experience with community services or homeless programs desired
- *A comparable amount of training and experience may be substituted for the minimum qualifications.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license
2. Requires criminal background check as a condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Veterans Administration programs and community services/programs/resources/
2. Read, interpret and comprehend instructions, regulations, correspondence, and memos
3. Write reports, business correspondence, and procedure manuals
4. Present information and respond to questions from employees, groups of managers, clients, customers, and general public
5. Define problems, collect data, establish facts and draw valid conclusions
6. Work with detail, problem solve and communicate problems
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications