

VOLUNTEER MINISTRY CENTER



*Opening Doors for a Better Tomorrow*

**PERMANENT SUPPORTIVE HOUSING CASE MANAGER  
JOB DESCRIPTION**

**JOB CLASSIFICATION**

Non-Exempt

**JOB STATUS**

Full-time

**STARTING SALARY**

\$37,000

Salary Dependent on Experience and Education

**REPORTS TO**

Director of Permanent Supportive Housing Services

**DATE**

03/06/2025

**VMC CONFORMANCE STATEMENTS AND UNIVERSAL STANDARDS**

In the performance of their respective tasks and duties all staff members are expected to conform to the following:

- Abide by the VMC (Volunteer Ministry Center) values (see attached).
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with neighbors, staff, volunteers, and other agencies/organizations.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and agencies/organizations.
- Maintain composure under pressure.
- Abiding interest in individuals experiencing poverty and/or Homelessness.

**OUR MISSION**

Our mission is to work with any homeless individual who comes to the Volunteer Ministry Center so they will achieve housing within a definite and limited period of time, and then will access whatever support services are required to maintain that housing. The Volunteer Ministry Center will work to prevent homelessness for those who are marginally housed.

**SUMMARY/OBJECTIVE**

Assist formerly homeless clients in developing and implementing a comprehensive plan that allows the resident to maintain housing.

## **ESSENTIAL FUNCTIONS**

- Define and design case plan for housing sustainability.
- Assist and monitor maturation of case plan.
- Provide coordinated and supportive case management services to ensure client maintains housing and integrates with mainstream community as much as possible.
- Provide transportation to off-site appointments for individual clients and for off-site group activities.
- Maintain working relationship with existing agencies whose mission is serving and empowering individuals experiencing homelessness.
- Plan and lead community activities for residents that increase engagement with the community and develop independent living skills.
- Serve as community resource relative to housing for other agencies within the Knoxville/Knox County metro area.
- Utilize the HMIS (Homeless Management Information System) for recording all information relative to assigned cases.
- Complete and maintain all records as necessary.
- Participate in Staff Meetings
- Complete all other duties as may be assigned.

## **COMPETENCIES**

- Professional Communication – oral and written form
- Initiative
- Punctual and Dependable
- Organization & Attention to Detail
- Must have valid Driver's License

## **SUPERVISORY RESPONSIBILITIES**

No supervisory responsibilities.

## **WORK ENVIRONMENT/EQUIPMENT USE**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **PHYSICAL/MENTAL/SENSORY DEMANDS**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift or move up to 25 pounds.

## **POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time position. Days and hours of work are Monday – Thursday 9:00-5:30 and Friday 9:00-3:00. Presence at VMC events and Board of Director meetings may be required. Must provide on-call support overnight on a rotating schedule.

## **WORK RELATED TRAVEL**

Travel is not required for this position.

## **EDUCATION AND EXPERIENCE**

- College education and/or five years of experience working with homeless population is required.
- Willingness and ability to work within a clinical model and a social work environment is required.

- Abiding interest in working in an environment of compassion and accountability with individuals and families experiencing homelessness.

#### **SKILLS AND PROFICIENCIES**

- Work independently with minimal supervision.
- Ability to handle multiple tasks in a busy workplace environment.

#### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

#### **Affirmative Action/EEO statement**

VMC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, gender, color, religion, sex, national origin, sexual orientation, age, disability, or genetic

#### **How to Apply**

Interested candidates should submit a resume to Director of Permanent Supportive Housing, Dustin Heffner, at [dheffner@vmcinc.org](mailto:dheffner@vmcinc.org).

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*This job description is not intended to be all-inclusive; and employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.*

*This organization reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities. This job description does not constitute a written or implied contract of employment.*