



## ALABAMA VETERANS RESOURCE CENTER

The Alabama Veterans Resource Center (AVRC) is a statewide hub dedicated to supporting Alabama's veterans and their families through every stage of civilian life. Built through a strong public-private partnership, AVRC connects veterans with essential resources – including employment, education, healthcare, housing and community support – helping them thrive and build strong futures.

### Job Title

Case Manager

### Organization

Alabama Veterans Resource Center (AVRC)

### Location & Hours

100 Dexter Ave, Montgomery AL 36104

Monday- Friday

8:00am-5:00pm

### Position Summary

The Case Manager serves as the primary point of contact for veterans and their families engaging with the Alabama Veterans Resource Center (AVRC). This role is responsible for connecting clients to a wide range of resources, including workforce assistance, healthcare and benefits navigation, education access, peer support, family services, and legal aid.

Using the Unite Us platform, the Case Manager coordinates referrals to appropriate service providers and conducts follow-up to ensure client needs are effectively met. This position also gathers client feedback to support continuous improvement and delivery of high-quality services.

### Key Responsibilities

- Answer, screen, and route incoming phone calls, emails, and walk-in inquiries
- Conduct client assessments to identify needs and appropriate services
- Coordinate care and services for clients across multiple providers
- Provide general information about the Center's mission, services, and partner organizations, referring individuals to appropriate staff or resources
- Manage the UniteUs platform, including onboarding new community partners

- Send referrals to the appropriate organization based on client needs
- Conduct follow-up with clients to ensure services were received and needs were met
- Build and maintain relationships with state agencies, nonprofits, and other service providers supporting veterans and their families

### Qualifications

#### Required Qualifications

- Military experience (Veteran, Reserve or National Guard) **OR** a bachelor's degree in social work, Psychology, or related field
- Minimum of 2 years of case management or client-centered advocacy experience
- Strong organizational, time-management, and attention-to-detail skills
- Strong verbal and written communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and basic office technology

#### Preferred Qualifications

- Prior military service or experience supporting veterans, military-connected populations, or human services organizations
- Experience working in a nonprofit, government

### Compensation

Contract Employee: -\$50,000- \$60,000

Benefits Stipend

### Compliance & Confidentiality

Handle sensitive information related to veterans, families, board members, and partners with discretion and professionalism.

### Equal Opportunity Statement

The Alabama Veterans Resource Center is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, disability, veteran status, or any other protected status.

To apply please email the following to Alex Karagas [a.karagas@missionforwardal.org](mailto:a.karagas@missionforwardal.org) by May 6<sup>th</sup>

1. Cover Letter
2. Resume
3. Proof of Service (Example: DD-214, Orders, or NGB 22) **AND/OR** Unofficial College Transcript