



NOTICE OF VACANCY

External Posting Date: November 7th to November 28th , 2025

JOB TITLE: **Veterans Directed Care (HCBS) Support Broker**

REPORTS TO: CEO

SCHEDULE: Full Time (35 hours/week with benefits)

POSITION OVERVIEW: Meet with veterans referred to the Veterans Home & Community Based Services Program, and serve as liaison between the Veterans Administration and program consumers. Assist consumers accessing the program commensurate with a person-centered approach that encourages choice and empowerment from initial assessment through quarterly reviews.

DUTIES:

- Assess referred veterans for homecare services
- Develop and coordinate a plan-of-care with each consumer and their families
- Submit paperwork correctly and on time to facilitate payment for services
- Advocate on behalf of veterans with the Veterans Administration and other state and/or federal agencies in order to connect with other appropriate services and programs
- Keep accurate records for each referred veteran
- Monitor veterans on the program at regular intervals according to need and program requirements
- Submit program reports in a timely fashion
- Perform any other department or agency-related duties or special projects as directed by supervisor

QUALIFICATIONS:

- **3 – 4 years Casework experience**
- **Bachelor's degree** in social work or human services related field plus 2 years work experience providing assessment and case management; or any combination of education and experience that would demonstrate the ability to perform the duties of the position, may also be considered
- **Microsoft Office 365** experience required
- Strong assessment and organizational skills
- Must be comfortable performing in-home visits
- Knowledge and familiarity with community resources
- Good communication skills
- Ability to work independently with access to reliable transportation
- Experience working with Veterans a plus, but not required
- Former military personnel or service experience a plus, but not required

Please send letter of interest via email to: info@ncaaact.org Subject: VDHCBS

Enhancing the quality of life for older adults, individuals with disabilities, and their caregivers in North Central Connecticut by ensuring that they have access to quality, cost-effective services.

