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**POSITION TITLE:** Case Manager

**REPORTS TO:** Shelter Director

**JOB SUMMARY:** Provide victims of domestic abuse a full array of services which will include advocacy and case management and focus on empowering participants to live violence free lives.

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**I. DUTIES AND RESPONSIBILITIES**

**A. OFFER SHELTER RESIDENTS CASE MANAGEMENT AND ADVOCACY SERVICES**

1. Initiate and complete intakes for shelter clients, including safety plans.
2. Complete an assessment of needs for shelter residents within 24 hours of contact.
3. Develop goal plans with the residents according to their assessment of needs.
4. Assist residents to locate appropriate resources and assist them to develop a plan to use these resources to their best advantage.
5. Provide or arrange transportation for shelter residents.
6. Meet with and evaluate each resident's goals on going; assisting them to adjust their activities for their desired progress and results.
7. Assist residents to find employment and other types of services to help them become self-sufficient
8. Refer residents to other pertinent staff and outside agencies when applicable.
9. Oversee completion of various questionnaires. (i.e. exit packets) in order to be able to measure outcomes.

**B. PROVIDE A HEALTHY AND SAFE ENVIRONMENT FOR SHELTER RESIDENTS**

1. Provide crisis line coverage and back up coverage.
2. Assist women in their entrance and adjustment to shelter living and throughout their stay and acquaint them with all our services.
4. Uphold the shelter guidelines.

5. Assist with cleaning and making up of all rooms, straightening the linen closet, pantry, kitchen, living room, etc. As per assignment complete room checks.
6. Report any facility problems to the Facilities Manager.

**D. RECORD KEEPING/OFFICE**

1. Complete weekly, monthly and semi-annual reports as directed
2. Update client database daily (case notes, activities, referrals).
3. Oversee completion of various questionnaires. (i.e. questionnaires and exit packets) in order to be able to measure outcomes
4. Document pertinent information in client files which would include, goal plan, advocacy letters and benefits applications.
5. Ensure completion of all financial assistance forms.
6. Perform other duties as assigned.

**E. MEETINGS**

1. Attend staff meetings
2. Attend trainings
3. Participate in community meetings as directed

**QUALIFICATIONS:**

- A. Bachelor's Degree in social work or related field or a minimum of three years of experience working in the human service field.
- B. Obtain Victim Service Provider Certification within one year of employment.
- C. Good interpersonal, organizational and communication skills.
- D. Able to work and communicate effectively in a team environment.
- E. A non-judgmental attitude when assisting clients to become self sufficient.
- F. A valid driver's license, clean driving record and willing to use personal car, if needed.
- G. Physically able to complete the essential functions of the job.