



Job Description: Case Manager – Domestic Violence Program
Supervised by: Domestic Violence Program Manager

Position Profile: Under the supervisor of the Domestic Violence Program Manager, the Case Manager provides crisis intervention services and case management to participants of the Domestic Violence Program. The Case Manager assists participants in creating a case plan, problem solving, setting, and working towards both short-term and long-term goals, including the acquisition of housing, childcare, legal services, education, and employment.

Essential Functions and Responsibilities:

- Answer the domestic violence hotline and conduct hotline telephone screenings with potential participants; assess immediate needs and assist with appropriate shelter placement/referral.
- Provide weekly case management, and as-needed crisis intervention, emergency assistance and associated support services to domestic violence survivors in emergency shelter and transitional housing programs, and community.
- Perform advocacy on behalf of participants when needed with outside service providers.
- Accompany participants to court/legal appointments to act as an advocate when requested/necessary and provide a legal case plan.
- Document participant and collateral contacts in a timely manner.
- Adhere to ethical practice standards and comply with CRC policies and procedures.
- Work in collaboration with all members of the program staff.
- Assist with the facilitation of psycho-educational groups for program participants when requested.
- Other duties as assigned.

Requirements:

- Bilingual (English/Spanish) preferred.
- Some human service experience, especially case management and crisis intervention; homeless intervention, mental health, or domestic violence.
- Bachelor's Degree in Social Work, Psychology, Sociology, or a social service-related field.
- State certified 40-hour Domestic Violence Counselor training or complete within 90 days of hire.
- MS Office proficiency: ability to learn the Homeless Management Information System (HMIS) Efforts to Outcomes (ETO).
- Ability to work a flexible schedule.
- Ability to prioritize tasks and meet deadlines.
- Must have access to reliable transportation.

Physical requirements:

- Primarily sedentary with intermittent standing, walking, bending, and stair climbing.
- Occasional light lifting and carrying of objects weighing up to 25 lbs.
- Ability to work in a standard office environment at a computer, including repetitive use of a keyboard and mouse.

This position is full-time, non-exempt and is paid according to federal and state laws. Candidates selected for hire are required to undergo a TB screening and LiveScan background screening.

Community Resource Center is an Equal Opportunity Employer (EOE). All employees must have the legal right to work in the United States without support; sponsorship is not available, nor is relocation assistance.