



JOB DESCRIPTION: Bilingual Case Manager – Domestic Violence Program

Reports to: Domestic Violence Program Manager

Summary: The Case Manager provides basic 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
- 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
- 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
- Miscellaneous duties as assigned by the Program Manager

Requirements:

- Bilingual in Spanish required; able to speak, read, write and translate
- 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.