

Title: Domestic Violence Case Manager/Shelter Specialist
Hours: Up to 32 hours per week
Wage Range: \$22.14 to \$29.15 per hour with 40 hr DV training
\$20.61 to \$27.10 per hour without 40 hr DV training
Supervisor: Domestic Violence Coordinator
Exempt Status: Non-Exempt

Job Summary:

The DVS program provides counseling, legal assistance, emergency shelter, housing and job search assistance, food, clothing and transportation for survivors of domestic abuse and their children. Under broad supervision, the Domestic Violence Shelter Specialist works directly with clients and their children at the emergency shelter. Services to clients include the 14 shelter-based standards set by California law. Domestic Violence Case Manager works directly with clients and their children ensuring the implementation and success of their case plan.

Supervisory Responsibilities:

- None

Duties/Responsibilities:

- Ensures all paperwork is completed for clients entering and exiting the shelter
- Works with DVS Coordinator and client to develop a case plan for each client
- Works with client to ensure implementation and success of case plan
- Give clients appropriate referrals and follows up to ensure services have been received
- Works with agencies and service providers to facilitate case coordination and information sharing s appropriate
- Provides on-going education to client in the form of verbal and/or written or educational materials
- Follows up with client to determine needs and success
- Role model appropriate relationships, behaviors, parenting techniques, etc.
- Provide individual para-professional counseling sessions with clients, and children when appropriate
- Provide case management during staff meetings regarding client needs and issues
- Assist clients with temporary restraining orders as needed
- Provide court advocacy/accompaniment with clients during legal proceedings
- Respond to emergency situations pertaining to shelter during/after regular working hours.
- Must possess a valid California driver's license to be able to provide emergency transportation as needed
- Reinforce shelter safety rules with clients and inform DVS Coordinator of unsafe situations as they arise
- Develop policies pertaining to the shelter
- Responsible for purchasing food and supplies using cost saving measures at all times
- Ensure shelter is clean and orderly by encouraging clients to maintain shelter cleanliness
- Ensure maintenance and upkeep of the shelter including scheduling repairs
- Create monthly schedule for night advocates
- Ensure vans are clean, maintained, and schedule repairs are needed
- Use culturally sensitive and appropriate language with clients
- Maintain client confidentiality with other agencies and general public
- May be required to stay overnight at the shelter. This may include weekends and holidays.
- Be available once a month (1-week) to be on-call during non-business hours
- Perform intake of clients at shelter and as needed in the office
- Responsible for working at the shelter at least ½ of the work day when the shelter is occupied
- Provide case management for clients residing in the shelter
- When the shelter is empty, this position will provide case management for clients engaged in outreach services
- Inform supervisor of any unusual situations that arise and provide solutions to issues

- Develop and help with implementation with DV Month Awareness and other outreach events
- Must complete all required paperwork and data entry accurately and within required timeframes
- Act as a mandated reporter of child abuse while performing job responsibilities
- Must be able to maintain professional boundaries while working in close-contact shelter environments
- Work collaboratively with DV team and other PRS programs as appropriate
- Other related duties as assigned

Required Skills/Abilities:

- Must be reliable and extremely trustworthy.
- Above average ability to use Word, and Excel. Must be able to use the Internet for e-mail systems and research.
- Ability to use Google workspace very helpful
- Ability to learn and input information into Apricot data entry system
- Ability to effectively resolve conflict and cope with crisis situation
- Ability to pass a background clearance including fingerprints

Education and Experience:

- High school diploma or equivalent
- Completion of 40-hour domestic violence counselor live training within three months from date of hire
- 1 year experience in a comparable position that provides similar mental health/human services

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer
- Must be willing to keep shelter space cleaned and organized
- Must be willing to lift at least 50 pounds using appropriate safety practices
- Must be able to bend, crouch, stoop, reach up over your head, climb a small ladder, if needed,
- Able to carry items up to 20 pounds up or down the stairs

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.