

Title: Domestic Violence Case Manager
Hours: Up to 40 hours per week
Wage Range: \$15.21 - \$16.76 per hour
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 Case Manager works directly with clients and their children ensuring the implementation and success of their case plan.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Completes all intake and exit paperwork with clients
- 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 emergency transportation as needed
- Reinforce shelter safety rules, if applicable, with clients and inform DVS Coordinator or Shelter Specialist of unsafe situations as arise
- Use culturally sensitive and appropriate language with clients
- Maintain client confidentiality with other agencies and general public
- Responsible for carrying DV cell phone 24 hours per day during assigned periods of time
- Inform supervisor of any unusual situations that arise and provide solutions to issues
- 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
- Assist with community awareness events
- Helps maintain a safe working environment for staff and clients
- Complete all paperwork and data entry as required
- Other related duties as assigned

Required Skills/Abilities:

- Must be reliable and extremely trustworthy
- Familiarity and interest in working in the human services field
- Ability to use the Internet and e-mail systems and some ability to use Excel for agency timesheet
- 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

Education and Experience:

- High school diploma or equivalent
- Completion of 40-hour domestic violence counselor 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.

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.