



Night Case Manager

Are you ready to make a real difference in our community? The **Night Case Manager** will assist in carrying out the mission and goals of A Better Way Services, Inc. by providing support services to the victims and secondary victims of domestic violence and sexual assault during the night hours at A Better Way's residential shelter facility. Our nonprofit organization is growing and changing in 2022, and we are seeking a Night Case Manager to assist our clients by assuring their stay in our shelter is comfortable, clean, and safe.

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any type of crisis, education + referrals, a suicide hotline, chat and text suicide prevention services, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is full-time (40 hours per week) in Muncie, Indiana.

Shift Hours: 8:00 PM – 7:00 AM (EST)

By leveraging your education and experience you will make an immediate impact on A Better Way's residential clients by offering direct intervention and support services, and keeping the shelter safe and secure overnight.

Duties and Responsibilities:

- Maintain building security during night hours as per agency policies and procedures
- Provide crisis intervention services on the telephone and in person for abused individuals and their children, both residential and non-residential, including crisis calls and intakes
- Transport clients and their children for intakes and other essential transportation as necessary
- Assist clients through emotional support, advocacy, casework, support group, and other supportive services, including gaining autonomy
- Complete client assessments using the Family Development Matrix and assist clients in setting goals
- Monitor clients' progress on the personal action plan and report lack of participation, progress, or any other concerns to the Executive Director
- Compile and complete agency statistics and assist with the completion of statistical reporting
- Complete narratives, clerical paperwork, and other forms of documentation relating to all client work
- Perform some light office cleaning as needed
- Assist in sorting donations and other house management duties

Qualifications:

- High school diploma or equivalent is required.
- Two years of relevant experience in human services, counseling, social work, crisis intervention, or case management or the equivalent of college-level courses and/or an Associate's Degree is required.
- Proven ability to utilize and provide emergency coping skills for yourself or others is required.
- Strong working knowledge of community resources is preferred.
- Effective verbal and written communication skills are required, as are excellent interpersonal skills.
- Must have a valid driver's license and auto insurance.
- Attention to detail and organization skills are required.
- Working knowledge of computers and systems is required, including and not limited to, Microsoft products such as Word, Excel, Outlook (or similar product knowledge).
- High level of confidentiality and professionalism are required.
- Bilingual skills are a plus.

The minimum salary is \$19.23/hour.

Full-time benefits include:

- Health insurance, eligibility on Day 1 of employment
- Paid holidays
- PTO plan
- Automatic 6% annual contribution into a qualified retirement plan

Candidates should submit their application to our website [HERE](#) or by emailing: contact@abwservices.org. Include "Facility Manager" in your subject line.

A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.