



Caseworker

Are you ready to make a real difference in our community? The **Caseworker** will assist in carrying out the mission and goals of A Better Way Services, Inc. by working directly with survivors of domestic violence and sexual assault to provide crisis intervention, support, and transportation. This role may require some evenings and weekend hours.

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 part-time in Muncie, Indiana.

Duties and Responsibilities:

- Provide various forms of direct services over the telephone and in person for survivors of domestic violence and sexual assault, both residential and non-residential
- Assist clients through emotional support, advocacy, and other supportive services
- Complete narratives, clerical paperwork, and other forms of documentation relating to all client work
- Answer and handle incoming crisis and suicide calls
- Conduct intake interviews with clients to assess needs
- Offer referrals to additional services as needed
- Transport clients and their children for intakes and other essential transportation
- Attend staff meetings and in-service training as required
- Maintain building security as per agency policies and procedures
- Assist in sorting donations and house management duties including light office cleaning

Qualifications:

- High school diploma or equivalent is required.
- Two years of relevant job experience is required, but may be substituted with a Bachelor's Degree in social work, human services, or a related field.
- Demonstrated knowledge of how to work with victims of sexual assault and domestic violence 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.
- Must have a valid driver's license and auto insurance.
- 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 \$18.00/hour.

Candidates should submit their application to our website [HERE](#) or by emailing: contact@abwservices.org. Include "Caseworker" 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.