Case Manager - Richmond

Are YOU ready to make a real difference in our community? The Case Manager - Richmond will provide direct service to survivors by helping them access services, including COVID-19 prevention, preparation, and response based out of A Better Way’s office in Richmond, IN.

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 crisis, education and 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 in-office (Richmond, IN).

Duties and Responsibilities:

- Provide crisis intervention services to victims and secondary victims of domestic and sexual violence, including in person and over the phone.
- Meet clients off-site in safe locations to provide emotional support, advocacy, casework, and other supportive services, as needed.
- Oversee walk-in visitors and direct them to the necessary personnel.
- Transport clients for mobile advocacy, essential appointments, and intakes, as necessary.
- Perform and document client assessments and assist clients in goal setting.
- Monitor client progress and report lack of participation, progress, or concerns to supervisor(s) in a timely manner.
- Compile and complete agency statistics and assist with the completion of programmatic or statistical reporting as necessary.
- Complete thorough narratives, clerical work, and other forms of documentation relating to all client work.
- Participate in weekly agency meetings and debriefings.
- Perform light office cleaning and organization, such as sorting donations as needed.
- Attend conferences, training, and community events that are job-related at the request of the agency.
- Perform other duties as assigned.

Education and Experience:

- 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, and Outlook (or similar product knowledge).
• High level of confidentiality and professionalism are required.
• Bilingual skills are a plus.

The minimum salary for this position 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 resumes to: contact@abwservices.org. Include “Case Manager - Richmond” in your subject line.