Are YOU ready to make a real difference in our community? The Case Manager of A Better Way’s emergency shelter will be responsible for providing support services to the survivors and secondary survivors of domestic violence and sexual assault while staying at A Better Way.

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 (Muncie, IN).

Duties and Responsibilities:

- Research and inform residential clients of potential housing options in the community that meet their various needs and may be available after exiting shelter.
- Attend coordinated meetings in the community.
- Mentor and nurture clients and their children when entering emergency shelter.
- Provide crisis intervention services on the telephone and in person for survivors, 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.
- Complete narratives, clerical paperwork, and other forms of documentation relating to all client work.
- Organize, lead, and participate in weekly group activities with clients as needed, such as parenting classes and carry-in meals.
- Compile and complete agency statistics and assist with the completion of statistical reporting.
- Perform some light office cleaning as needed.
- Assist in sorting donations and other house management duties.
- Maintain building security as per agency policies and procedures.
- Participate in conferences and events in the community that are job-related and/or at the request of the Executive Director.
- 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. A Bachelor's degree in any of the fields is preferred.
- 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 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” 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.