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 part-time and is located in Muncie, Indiana.**

**Availability on evenings and weekends strongly preferred.**

**Duties and Responsibilities:**

- 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.

Candidates should submit the applications to our website HERE

OR

Email resume to contact@abwservices.org. Please include “Case Manager” in the subject line.