



A Better Way Services, Inc

Job Description

Job Title: CASE MANAGER

FLSA Classification: Nonexempt

Salary Minimum: \$19.23/hour

Reports to: Shelter Director

Supervisory Responsibilities: None

Date: July 2023

Summary/objective The Case Manager will be responsible for providing support services to the victims and secondary victims of domestic violence and sexual assault at A Better Way.

Essential duties and responsibilities include the following. Other duties may be assigned. *Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- 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.
- 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.
- 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.

Supervisory responsibilities No

Work environment Able to stand and/or walk up to 25% of the time. Able to sit up to 75% of the time. Able to view a computer monitor for 6-8 hours per day. Must be able to lift up to 15 pounds at times.

Education and/or 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.

Signatures

This job description has been approved by:

Executive Director_____

Date_____

HR Director_____

Date_____

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____

Date_____