



## **Rapid Rehousing Case Manager**

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, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

**This position is full-time and is located in Muncie, Indiana.**

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

- Provide crisis intervention services on the phone and in person for homeless adults and their children.
- Work with clients regarding their housing options, including community and government resources.
- Provide referrals to additional services as needed.
- Transport clients and their children for essential appointments as necessary.
- Assist victims through emotional support, advocacy, casework, budgeting, and other supportive services.
- Complete client assessments using the Family Development Matrix and the SPDAT
- Participate in goal setting with clients, monitor progress on personal action plans, and report participation, progress, and problems to the Executive Director
- Educate clients on maintaining successful long-term housing, including proper housekeeping.
- Complete client statistics, APR, and other necessary documentation
- Assist in general facility management duties including light office cleaning.
- Participate in professional development and networking conferences and events as appropriate and/or requested.
- Perform other duties as assigned.

**Supervisory responsibilities** No

**Work environment** Able to stand and/or walk up to 50% of the time. Able to sit up to 50% of the time. Able to view a computer monitor for 6-8 hours per day. Some travel and extended hours may be required. Must be able to lift up to 15 pounds at times.

### **Education and/or Experience**

- High school diploma or equivalent is required.
- Minimum of two years of experience working with homeless persons or victims of domestic violence and providing other support services is required.
- Previous experience may be substituted with an Associate's Degree in the human services field.
- Bachelor's Degree in social work or similar is preferred.
- Demonstrated ability to work as a team member with minimal supervision is required.
- Exceptional interpersonal skills are necessary as are articulate verbal and written communication skills.
- Proven ability to meet deadlines and excellent time management skills are required, as are timely and accurate documentation skills.
- Knowledge of homelessness, domestic violence, and sexual assault, & the complexity of problems surrounding the issues is a must.
- Attention to detail and superior organizational skills.
- Working knowledge of computers and systems is required, including, and not limited to, Microsoft products such as Word, Excel, and PowerPoint (or similar product knowledge).
- High level of confidentiality and professionalism are required.

**The minimum salary for this position is \$19.23/hour or \$40,000.00 annually**

Candidates should submit the applications to our website <https://abetterwaymuncie.org> OR Email resume to [contact@abwservices.org](mailto:contact@abwservices.org). Please include "Rapid Rehousing Case Manager" in the subject line.

*A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment. A Better Way Services, Inc. does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, age, disability, national origin, socio-economic status, religion, or any other basis prohibited by federal, state, or local laws*