



## **Night Case Manager**

Are *YOU* ready to make a real difference in our community? The Night Case Manager will be responsible for providing support services to the victims and secondary victims of domestic violence and sexual assault during night hours at A Better Way's residential shelter facility.

**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.**

### **Duties and Responsibilities**

- Maintain building security during night hours as per agency policies and procedures.
- Provide crisis intervention services on the telephone and in person for abused individuals and their children, 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.
- Compile and complete agency statistics and assist with the completion of statistical reporting.
- Complete narratives, clerical paperwork, and other forms of documentation relating to all client work.
- Perform some light office cleaning as needed.
- Assist in sorting donations and other house management duties.
- 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.

**The minimum salary for this position is \$19.23/hour**

Candidates should submit the applications to our website <https://abetterwaymuncie.org> OR Email resume to [contact@abwservices.org](mailto:contact@abwservices.org). Please include "Night 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*