



Case Manager - Richmond

Are *YOU* ready to make a real difference in our community? The **Case Manager - Richmond** Way will be responsible for providing direct support services to the victims and secondary victims of domestic violence and sexual assault from A Better Way Services' office in Richmond, Indiana.

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 TEMPORARY, full-time and is located in Richmond, Indiana. Position will end on 9/30/26

Duties and Responsibilities

- Provide crisis intervention services to victims and secondary victims of domestic and sexual violence, including in person and over the phone.
- Meet clients off-site in safe locations to provide emotional support, advocacy, case work, and other supportive services.
- Transport clients for mobile advocacy, essential appointments, and intakes, as necessary.
- Perform and document client assessments and assist clients in goal setting.
- Monitor client progress and report lack of participation, progress, or concerns to supervisor(s) in a timely manner.
- Compile and complete agency statistics and assist with the completion of programmatic or statistical reporting as necessary.
- Complete thorough narratives, clerical work, and other forms of documentation relating to all client work.
- Participate in weekly agency meetings and debriefings.
- Perform light office cleaning and organization, such as sorting donations as needed.
- Attend conferences, training, and community events that are job-related at the request of the agency.
- 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 \$20.19 per hour

Candidates should submit the applications to our website <https://abetterwaymuncie.org> OR Email resume to contact@abwservices.org. Please include "Case Manager - Richmond" in the subject line.