



Caseworker

Are *YOU* ready to make a real difference in our community? The **Caseworker** provides crisis intervention and support services to victims of domestic violence and sexual assault, answers incoming crisis calls, and assists in conducting intervention, casework, and transportation for clients.

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 part-time and is located in Muncie, Indiana

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.*

- Provide various forms of direct services over the telephone and in person for survivors of domestic violence and sexual assault, both residential and non-residential.
- Assist clients through emotional support, advocacy, and other supportive services.
- Complete narratives, clerical paperwork, and other forms of documentation relating to all client work.
- Answer and handle incoming crisis and suicide calls.
- Conduct intake interviews with clients to assess needs.
- Offer referrals to additional services as needed.
- Transport clients and their children for intakes and other essential transportation.
- Attend staff meetings and in-service training as required.
- Maintain building security as per agency policies and procedures.
- Assist in sorting donations and house management duties including light office cleaning.
- 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 Experience

- High school diploma or equivalent is required.
- Two to four years of relevant job experience in human services, counseling, social work, crisis intervention or the equivalent of college-level courses in a related field is required.
- Demonstrated knowledge of how to work with victims of sexual assault and domestic violence is required.
- 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.
- Must have a valid driver's license and auto insurance
- 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.

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