



Job Description

TITLE: Case Manager

DEPARTMENT: Direct Services

REPORTS TO: Program Manager – Case Management (PM-CM)

WORK LOCATION: Sheltering Wings, remote work flexibility

DIRECT REPORTS: None

COMMITTEE INVOLVEMENT: None

Salary Range: \$24.28/hr. - \$27.40/hr.

POSITION OBJECTIVE: At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations, and inclusive practices. The Case Manager's (CMs) primary responsibility is working with all clients, both residential and non-residential, in building the support and structure needed to build safety, stability, and independence.

ROLES & RESPONSIBILITIES:

Specific Duties

In-House Crisis Intervention Support

- Conducts domestic violence assessment and facilitates safety planning as appropriate and/or makes referrals for crisis care as deemed necessary.
- Serves as back-up to answer crisis calls when other staff is not available.
- Serves as on-call; Covers shifts as needed, according to the on-call schedule.
- Mediates conflicts between residents in a non-threatening and Christ-centered manner, in conjunction with Advocates.

Case Management, Needs Assessment & Planning

- Maintains a case load based on the need of services.
- Conducts Initial Assessment with each new client within required time frame.
- Maintains at least weekly personal contact with residents to ensure needs are known/met through referrals or provision of services in conjunction with Advocates/CISAs.
- Maintains personal contact with non-residents through the mobile advocacy program at a minimum of once a month to ensure needs are known/met through referrals or provision of services.
- Completes documentation within required time frame including intakes, needed assessment tools, case notes, services, referrals, safety planning, and exits.
- Supports clients and/or their families to facilitate achieving self-sufficiency matrix goals and developing life skills. CMs also empower and equip clients to achieve their goals in a manner that maximizes client success and well-being.
- Facilitates life skills classes as assigned by PM-CM.
- Secure interpretation services or other accommodations to ensure all clients have access to all programs and services.
- Works in conjunction with the Housing Advocate to assist clients as they work to secure permanent, safe, affordable/supportive housing (Rapid Rehousing, Permanent Supportive Housing, etc.).
- Provides transportation to emergency and essential appointments for clients as appropriate.
- Works directly with PM-CM and Operations Manager (OM) for proper management and payment of services to landlords and utility companies.
- Composes or prepares correspondence, case notes, narrative and technical reports, notifications, and related documents using computer-based applications.
- Conduct comprehensive, client-centered social work activities in accordance with best practices.

Community Involvement for Resourcing/Referrals

- Develops and maintains effective and healthy relationships with outside referral sources for clients in crisis needing support services in the areas of, but not limited to, employment, financial assistance, healthcare/mental health, housing, job skills, and education.
- Stays abreast of community resources and procedures for referring clients to appropriate resources, may include attending community meetings.

Direct Service Team Collaboration:

Ensures continuity of care and services while cooperatively sharing all pertinent information, in collaboration with Advocates, Crisis Intervention Shelter Assistants, Therapist, Housing Advocate and Case Management Advocate.

QUALIFICATIONS FOR THE POSITION

Required:

- Bachelor's degree in social work, psychology, or similar field with 2+ years of experience working in public or social service organization.
- Bachelor's degree in any field in lieu of a social work, psychology or similar degree with 3+ years of experience working in public or social service organization.
- 2+ years of experience in case management or performing similar duties including assessment of needs and strengths, connections to community resources to meet needs, and/or case planning and oversight.
- Prior experience working effectively with adults and children from various backgrounds, cultures, lifestyles, ages, religious beliefs and economic situations.
- Proven proficiency in all Office 365 Products and ability to learn new software.
- Excellent interpersonal skills (listening, coaching and leadership).
- Proven experience in a professional environment requiring organizational, computer, written and oral communication skills.
- Ability to multi-task, delegate and prioritize tasks.
- Must maintain composure and professionalism in highly stressful situations and balance multiple priorities effectively.
- Must have valid a valid driver's license and insurance approval to drive company vehicle.
- Honor SW Mission, Vision and Statement of Faith.
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Preferred, but not required:

- LSW, LBSW, or equivalent
- Knowledge of city, state and federal domestic violence service systems, policies and issues
- Knowledge of domestic violence related issues and philosophy
- Knowledge of trauma-informed care and practice
- Understanding of the effects DV has on survivor's thoughts and behaviors
- Prior Crisis Intervention experience
- Bilingual

The above description covers the most significant duties performed to fulfill the mission of SW but does not restrict leadership's right to assign or reassign other reasonable duties, responsibilities, or expectations to this job at any time, with or without advance notice. The information contained in the job description is for compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual currently holding this position and additional duties may be assigned.

Physical Requirements of Position:

Must be able to sit and stand for extended periods of time as well as have the ability to walk or move about the grounds of SW as needed. Must be able to operate a vehicle for travel to and from client and community meetings in Central Indiana, with access to provide own transportation. While performing the duties of this job, the employee is regularly required to communicate, converse with others, express oneself and exchange information.

Equal Employment Opportunity Statement:

SW is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

Status: Full-Time Exempt

Approved by: Executive Director

Last Modified: April 2024