

Bilingual Residential Case Manager

Columbia, MD

Description

The Bilingual Residential Case Manager is responsible for providing case management, advocacy, and support services for individuals and families fleeing intimate partner violence, sexual violence, and human trafficking who are living in a 24-hour emergency shelter, transitional housing, and Rapid Rehousing Program. HopeWorks' staff, board, and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual and intimate partner violence and a commitment to social justice.

Essential Duties and Responsibilities:

CASE MANAGEMENT

- Provide day-to-day support to residents in emergency shelter, transitional housing, and Rapid Rehousing
- Monitor on-going client needs during their stay in the program and implement post program follow-up for emergency shelter, transitional housing, and Rapid Rehousing
- Conduct needs assessment and make appropriate referrals
- Advocate with other agencies, landlords, and housing providers on behalf of clients
- Complete assessments, intakes, and exits as needed – managing related documentation with accuracy and timeliness
- Able to effectively de-escalate clients and mediate conflict between clients
- Assist clients in the completion of public benefits, housing, and other applications as needed
- Complete all case management documentation in a timely manner
- Assist Residential Advocates in responding to difficult situations including issues of client self-care, client-client conflicts, etc.
- Collaborate with Residential Advocates to meet client needs
- Utilize the agency vehicle to provide transportation to clients as needed
- Other duties as assigned

PROGRAM MANAGEMENT SUPPORT

- Accurately complete client paperwork and compile reports as needed
- Track Rapid Rehousing expenditures
- Input data into HMIS and ETO
- Assist Residential Advocates with development of evidence-based programming related to health, wellness, and self-sufficiency
- Maintain an up-to-date resource directory in collaboration with Residential Advocates and Case Manager 2
- Document and communicate all pertinent information/issues to the Residential Team
- Report any maintenance concerns at the transitional properties to Assistant Residential Director and/or Residential Director
- Attend weekly two-hour residential staff meetings, All-Staff meetings, and quarterly Case-Manager Round Table meetings

- Ensure that the physical appearance of all residential facilities meets agency standards regarding health, safety, and sanitation, not limited to trash removal
- Participate in regular weekly supervision with Residential Director and/or Assistant Residential Director to promote the provision of quality services
- Other duties as assigned

Requirements

Minimum Qualifications:

- Proficiency in ETO (preferred)
- One year of case management experience
- Previous shelter, intimate partner violence, or sexual violence/human trafficking work experience
- Bachelor's degree in psychology, human services, social work, or related field
- Oral and written fluency in a second language required; Spanish, Korean, Chinese, or Hindi preferred
- Expertise in working with victims of intimate partner violence, sexual violence, and human trafficking
- Passionate about the mission and philosophy of HopeWorks
- Current driver's license and reliable transportation with up to date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Ability to complete tasks with minimal supervision
- Experience, ability, and willingness to work as a team with diversified staff
- Ability to implement a strengths-based approach to providing trauma-informed services
- Ability to engage in an anti-oppression and/or anti-racist lens when working with victims and survivors of gender-based violence

Core Competencies: An individual should demonstrate the following competencies to perform the essential functions of this position.

Dealing with Ambiguity

Can effectively cope with uncertainty, change, and be comfortable in situations that do not explicitly have written standards. Tolerate and be comfortable with risk and uncertainty.

Compassion

Show kindness, care, and a willingness to help and support others, including program participants and co-workers.

Approachability

Being accessible, consciously breaking down perceived barriers, having appropriate body language, and using verbal communication for program participants and co-workers to feel comfortable giving and receiving feedback.

Problem Solving

Identifies and resolves problems in a timely manner and skillfully gathers and analyzes information.

Communication: Oral and Written

Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.

Judgment

Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.

Crisis Intervention

Responds appropriately to a program participant in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional, or behavioral distress.

Crisis Management

Makes sound and timely decisions under pressure. Recognizes what is most suitable in a particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.

Planning and Organization

Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.

Professionalism

Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.

Safety and Security

Observes safety and security procedures and uses equipment and materials properly.

Diversity

Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any

person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To Apply: Applicants must submit a letter of interest and complete resume.

NO phone calls