



SENIOR CASE MANAGER JOB DESCRIPTION

Ashiyanaa (formerly ASHA for Women) is a nonprofit organization that serves people of South Asian heritage impacted by gender-based and interpersonal violence (domestic violence), elder abuse, and LGBTQIA+ discrimination in Washington D.C., Virginia, and Maryland. Since 1989, Ashiyanaa has been empowering South Asians to lead peaceful lives of dignity, hope, and self-sufficiency by providing comprehensive and culturally-sensitive services, including crisis intervention, community and legal referrals, career and emotional counseling, and financial and housing support. Ashiyanaa means 'Home,' reflecting our desire to provide safe and peaceful homes to all whom we serve.

POSITION OVERVIEW

Ashiyanaa is seeking a full-time permanent Senior Case Manager (SCM) who will report to the Executive Director. The SCM will provide trauma-informed advocacy, intervention, and support to South Asian individuals and families. The ideal candidate will have a passion for Ashiyanaa's mission and the interpersonal and communication skills to maintain collaborative relationships with the Board, staff, and volunteers.

KEY RESPONSIBILITIES

- Provides culturally responsive crisis-intervention, advocacy, and supportive counseling services to clients and supervises the case management team.
- Conducts client and family interviews in order to assess risk and needs.
- Develops and evaluates personal safety plans and empowers clients to achieve emotional well-being, housing and financial stability, safety, and self-sufficiency.
- Serves as clients' primary in-house source for case management support and advocates for needed services by helping clients navigate community resources, which can be intimidating and inaccessible to under-served populations.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Maintains client records in accordance with agency policies and state confidentiality laws; documents progress and events in records according to established protocol.
- Works collaboratively with government and non-governmental service providers;
- organizes and facilitates culturally appropriate educational and outreach activities.
- Develops ongoing referral relationships with partner organizations and within the health, legal, and social service systems.
- Prepares reports, meets budget by monitoring expenses, and redesigns case management processes with best-practices in mind.
- Participates in ongoing training and educational opportunities; provides educational resources to staff and volunteer advocates.



QUALIFICATIONS

- A passion for Ashiyanaa's mission.
- Bachelor's degree in Social Work, Counseling, or a related field with 3+ years of relevant experience required; advanced degree highly desirable.
- Familiarity with needs of South Asian communities; prior work experience with gender-based violence, seniors, youth and children, LGBTQIA+ individuals, and/or crisis intervention is desirable.
- Excellent interpersonal, communication, organizational, and advocacy skills.
- Experience with community-based work and ability to engage collaboratively in an ethnically, linguistically, and culturally diverse environment.
- Proficiency in Microsoft Office and experience with Excel.
- Conflict resolution skills and knowledge of confidentiality issues.
- Must have a dependable automobile with valid driver's license and current insurance coverage.

WORK LOCATION

- Currently a remote position but will move to an in-person position in the Washington Metropolitan Area.
- Work from home approximately 20% of the time.
- Will require some local travel.

COMPENSATION

- Salary commensurate with education and experience
- Flexible hours
- Paid family and parental leave
- Flexible vacation and sick leave policies
- Professional development support

HOW TO APPLY

Please send your resume and cover letter to careers@ashiyanaa.org with subject line: "Ashiyanaa Senior Case Manager Position."

Ashiyanaa is an Equal Opportunity Employer.