

# Case Manager

## Position Overview

Working under the supervision of the Residential Services Director, the Case Manager works alongside Advocates as the first point of contact for individuals seeking services related to intimate partner violence and sexual assault. The primary location for service delivery by the Case Manager is at the YWCA's Safe House Shelter with vital functions including; case management, support of the 24-hour hotline, hospital accompaniment, transportation to legal/medical/court hearings, safety planning, and community outreach. While many position responsibilities are outlined, it is understood that additional duties and specific directives will be provided by Director of Residential Services and Shelter Services Coordinator with oversight by the Chief Executive Officer as they pertain to the effective and efficient operation of the organization.

## Essential Job Functions:

- Responds to 24-hour hotline calls, conducts lethality assessments, conduct lethality assessment, and completes screening for victim's seeking safe house shelter.
- Assists victims in completing a comprehensive safety plan.
- Provides hospital accompaniment to victims of domestic violence and sexual assault at the local hospital(s,) including on-call availability.
- Completes reporting requirements including call logs, incident reports, statistical reports, and other items as requested.
- Conducts regular rounds of the shelter and proactively interacts with clients.
- Ensures all shelter spaces are prepared to receive guests.
- Provides initial orientation (including client handbook, procedures, and tour) at the time of intake.
- Prepares discharge summary and departure information at the time of transition for each client.
- Takes an active role in maintaining and improving the appearance of the shelter, program materials, and any other outputs utilized by participants, staff, volunteers and other interested parties.
- Provides regular on-site shelter support and on-call availability for hospital accompaniment. This is a 24-hour program and all team members must be available weekends, evenings, and holidays. A regular schedule is provided, but may be altered if warranted by the program.
- Provides direct referrals for victims to internal and external resources including but not limited to housing, legal, counseling, and mental health services.
- Provides transportation to clients needing support in court, medical and mental health evaluations and
- other settings as applicable.
- Attends staff meetings and trainings as scheduled.
- Facilitates/co-facilitates victim's psychoeducational and support groups.

- Speaks with community groups and partner organizations to educate others around the issues of
- domestic violence and sexual assault while ensuring awareness of the services of the YWCA and how to access them.

### **Case Management Details:**

- Conducts weekly case management sessions with residents.
- Maintains comprehensive case notes and electronic files for each client including status of formalized
- goals and objectives.
- Works in collaboration with Rapid Re-housing Case Manager and Advocates to develop and maintain
- resources that assist residents with goals toward self-sufficiency.
- Connects clients with YWCA and community partner resources.
- Assesses housing barriers of YWCA residents to determine housing and service needs.
- Assists YWCA safe house residents and victims of domestic violence in locating and securing housing.
- Assist clients with completing the YWCA's 45-day Education Curriculum and program requirements.
- Work in collaboration with Education Program to assist residents in the development and refinement of
- empowerment plan that promotes permanent housing and self-sufficiency.
- Assists in coordinating and planning agency programming for residents such as Career Building, Life
- Skills, Financial Literacy, Resume Writing, Anger Management, and Alcohol and Drug prevention (This may be agency-wide).
- Works to build rapport and maintain appropriate boundaries with clients.
- Maintains confidentiality per COMAR and agency guidelines.
- Assists clients with victim compensation applications and Address Confidentiality Applications.
- Assists clients with referral and registration to VINE, as applicable.

### **Facility Operation Details:**

- Completes morning and evening procedures as outlined
- Ensures food and other supplies are stocked, inventoried, and organized
- Monitors alarm system and security cameras
- Checks lighting and grounds to ensure safety
- Receives donations and follows logging procedures

- Works with volunteers to ensure they are best utilized, valued, trained, and thanked
- Performs light housekeeping duties to maintain the appearance of the safe house
- Prepares meals for residents
- Outlines program calendars including meals, outings, activities, support groups, and others as appropriate
- Participates in weekly activities with residents and encourages involvement
- Prepares welcome kits for all new residents (adults and children, restocks supplies as needed, solicits donations for this purpose)
- Provides minor maintenance requiring simple hand tools and schedules outside vendors for more complex maintenance needs. Maintenance expenditures over \$200.00 must first be approved by a supervisor

#### **Additional Duties:**

- Participates in regular supervision with the Residential Services Director for case management review and discussion.
- Assists with administering client surveys.
- Provides information on victimization and prevention.

#### **Requirements:**

- Minimum requirement: Bachelor's degree in human services field, 3 years of experience with non-profit programs, specific experience in crisis intervention and trauma informed care highly preferred.
- Experience working in a shelter/residential setting or working with individuals experiencing homelessness.
- Additional knowledge preferred includes case management experience, training specific to victim's services, grant research and writing skills, and experience with program development (writing curriculum, understanding metrics, establishing outcomes, and program evaluation).
- On-call availability.

#### **Knowledge and Skills:**

- Experience working with individuals in crisis;
- Clear, concise, and error free writing skills;
- Timeliness in completed required components of the position;
- Holds self and others accountable for quality work;
- Positive attitude and proactive (and respectfully direct) when addressing a misunderstanding;
- Public Speaking
- Ability to work independently with sound judgment;
- Proficient in Microsoft Office;
- Aware (or takes initiative to become educated) in community resources;

- Comfortable and effective in presenting in front of groups;
- Able to bend and lift 40 pounds;
- Ability to navigate stairs;
- Availability of a vehicle and a current driver's license.
- Commitment to the mission and vision of the YWCA of Annapolis and Anne Arundel County;
- Interest and excitement in growing and improving the organization and resources available to clients;
- Dependability, sense of humor, service over self and genuine concern for the betterment of circumstances of others;
- Clear background check and positive professional references.
- Bilingual (Spanish and English) applicants are encouraged to apply.