

The Montgomery Area Family Violence Program, Inc.
dba Family Sunshine Center

Position Title: Case Manager
Reports To: Director of Residential Programs
Status: Full-Time, Exempt
Work Site: Family Sunshine Center Shelter

Duties and Responsibilities:

1. Assist in training and supervision of volunteer staff and interns and provide professional back-up for staff and volunteers as scheduled.
2. Respond to crisis calls, provide crisis intervention, assess the needs of victims requesting shelter, and be prepared to make the proper referrals to appropriate outside agencies whenever necessary. For example: substance abuse/treatment education, prenatal services, information referrals for senior citizens, mental health referrals, referrals for veterans.
3. Provide initial intake interviews to assess clients' physical and emotional needs.
4. Assist clients in developing a case plan of client centered goals and assist in the implementation of these goals; such as, obtaining self-sufficient permanent housing, finding employment, furthering education, etc.
5. Maintain residents' case files, coordinate phone usage, and advocate with social service agencies, law enforcement, etc., on behalf of the victims.
6. Assist in obtaining court advocacy for family violence victims.
7. Provide public awareness education and training in the community.
8. Assist in the development of and participate in a network of service agencies.
9. Assist in transporting clients when Shelter Services Advocate is unavailable.
10. Alternate facilitating Support or Life skills group with other Case Managers. Assist the House Manager in meeting the needs of the residents.
11. Assist in following through with unfinished tasks or emergencies from the daytime activities when needed.
12. Attend supervisory meetings with the Director of Residential Programs on a regular basis and provide input at weekly case reviews.
13. Provide clients with empathetic listening, increase client's self-awareness to reduce dependency, and improve self-esteem.
14. Submit complete and accurate client data, statistical reports, and evaluations, on a timely basis, and comply with other reporting requirements as required by agency policies and procedures.
15. Perform other duties as required by the Director of Residential Programs.

Qualifications:

- B.S. Degree in Human Services or a related field
- 3 years' experience working in social service field

Travel Requirements:

Ability to travel to local meetings and trainings as needed; Valid Alabama driver's license and automobile insurance required.

I have received, reviewed and fully understand the job description for the Case Manager position. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

Employee Name

Date

Employee Signature