

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

Summary: The Case Manager provides crisis intervention, support, and advocacy for victims/survivors of domestic violence and sexual assault. They assess the victim/survivor's individualized needs to assist in developing a voluntary case plan to help them achieve safety, stability, and independence. This involves connecting victims/survivors with community resources such as housing, legal assistance, healthcare, and job training and assisting them through the navigation of resources viable to their time in the shelter program.

Duties and Responsibilities:

1. Answer 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.
2. Provide initial and/or secondary intake interviews to assess clients' physical and mental needs for the shelter program. Review case progress and assist in determining case closure.
3. Assist clients in developing a voluntary case plan of survivor-centered goals and assist in the implementation of these goals, such as, obtaining self-sufficient permanent housing, finding employment, furthering education, etc.
4. Provide remedial education, training in specific job skills, and referral to vocational rehabilitation services as appropriate for those clients seeking employment and provide job counseling and support to assist employed clients in addressing challenges to maintaining employment.
5. Provide workshops regarding job readiness, resume writing, interviewing skills, budgeting, tenant/credit scores/counseling, life skills instruction, and other group activities in an engaging manner to increase client participation
6. Maintain residents' case files, and advocate with social service agencies, law enforcement, etc., on behalf of the victims.
7. Assist in the development of and participate in a network of service agencies.
8. Assist in transporting clients to appointments relevant to the client's victimization.
9. Alternate facilitating Support or Life Skills group with other Case Managers. Collaborate with other shelter program staff to meet the needs of clients.
10. Assist in following through with unfinished tasks or emergencies from the daytime activities when needed. Be on-call support to the shelter program per on call rotation.
11. Attend supervisory meetings with the Director of Residential Programs on a regular basis and provide competent feedback at weekly case reviews.

12. Provide clients with empathetic listening, increase client's self-awareness to reduce dependency, and improve self-esteem.
13. 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.
14. 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

Knowledge, Skills, and Abilities

- Ability to maintain poise and self-control in critical and high intensity crisis situations;
- Ability to communicate with and be sensitive to the needs of people of various backgrounds;
- Knowledge of trauma-informed best practices;
- Motivational interviewing skills;
- Ability to determine and prioritize appropriate victim services;
- Exhibits excellent interpersonal skills;
- Ability to identify and utilize community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Ability to develop and maintain effective working relationships;
- Makes good use of time and acts professionally and responsibly in all work areas;
- Exhibits strong verbal and written communication skills; and
- Strong computer skills in current Microsoft applications to include Outlook, Word, Excel, and PPT.

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