

Working Against Violence, Inc.

Position Description

Title: Case Manager

Reports To: Direct Services Manager

Status: Full-time

Qualifications:

- Bachelor's Degree in Human Services or related field
- Experience in Case Management/Crisis Intervention
- Knowledge of Domestic Violence and Sexual Assault
- Must have a valid driver's license

- **Recommended Skills:**
- Proficiency in Microsoft Word and Microsoft Publisher (Recommended not required)
- Strong organizational skills
- Effective written and oral communication skills
- Strong learning ability and willingness to be involved in different activities or projects
- Possess and be able to portray sensitivity and empathy to the issues of sexual assault and domestic violence
- Physical and emotional stamina to effectively handle job related issues and stress
- Demonstrate initiative, accept responsibility and participate in active problem solving
- Ability to plan and organize work for maximum effectiveness and efficiency
- Ability to be an effective team member as well as work independently
- Ability to think logically and be opened minded
- Ability to portray a welcoming and accepting attitude to clients and the public, by telephone and in person
- Public speaking ability

- **Duties and Responsibilities:**
- Provides empathetic advocacy, case management and informed referrals to victims of domestic abuse and/or sexual assault
- Provide for a referral process to connect services with those in need
- Offer and provide personal advocacy during emergency room exams, law enforcement reports, and/or judicial proceedings, as possible
- Meet regularly with clients to identify needs, assess strengths, set goals and activities through a written case plan
- Complete all necessary documentation and statistical processes
- Represent WAVI in the community as assigned
- Provide community education as assigned
- Complete other duties deemed necessary and appropriate as assigned by immediate supervisor or Executive Director
- Recognize and consistently follow WAVI's policies and procedures

- On Call rotation – 1 week on a rotating schedule for 24 hour crisis shelter
- Able to fill in for shelter when open shifts cannot be filled per managements discretion

- **Agency Atmosphere:**

- At all times maintain complete confidentiality of client and staff information.
- Attend all required staff meetings
- Display open, honest and ethical method of communication with co-workers and supervisor.
- Represent the agency in a positive and professional manner.
- Seek out professional training experience that will enhance the quality of work performed.