



Title: Bilingual Residential Case Manager

Job Summary: The primary role of the Residential Case Manager is to provide case management, support and advocacy, safety planning, counseling, and educational services to victims of domestic violence and sexual assault who reside at Elizabeth House, and to ensure the safety and security of Elizabeth House staff and residents. This position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

Specific Job Functions:

Case Management

- Admits new clients by reviewing records and applications and conducting orientations
- Establishes treatment programs by setting schedules and routines; coordinating services being provided, arranging resources, including transportation and escort
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support
- Maintains clients' records by reviewing case notes, logging events and progress
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources
- Develop individual action plan for residents and implement through effective case management
- Assist residents with applications, phone calls, writing verification/recommendation letters, etc., as well as accompany residents to pertinent establishments such as transitional housing facilities, Department of Social Services/Children & Families, etc.
- Work with Child Advocate to ensure residents' children's needs are met
- Review and maintain updated referrals/information in the Shelter Advocacy Book
- Attend Continuum of Care and other housing meetings
- Provide domestic violence services as needed to the residents of Elizabeth House (adults and children)
- Assess the need for crisis intervention counseling and/or advocacy
- Responsible for answering both Domestic Violence and Sexual Assault Hotlines/ LAP calls.
- Complete intake and orientation process of new incoming residents during shifts

Residential Tasks

- Perform physical plant maintenance tasks as assigned
- Prepare bedrooms upon residents' departure for new arrivals
- Provide residents with supplies as needed
- Perform perimeter checks ensuring all outside doors are locked when coming on and going off shift
- Follow established policies and protocols for Elizabeth House and 2 West Street
- Assist with donations pick-ups and distribution when necessary

Additional Responsibilities:

- Responsible for enforcing all guidelines and submitting incident reports when appropriate; this may involve terminating a resident's stay at Elizabeth House when primary safety guidelines have been violated
- Identify and resolve communal living disputes; facilitate a Conflict Resolution Group with the residents when necessary
- Follow shelter activities schedule
- Assist with donations pick-ups and distribution when necessary
- Attend monthly case management meetings, meetings with supervisor and staff meetings as scheduled
- Apprise Manager of Residential Services of client and staff issues, physical plant concerns, donations, and food and supply needs; contact staff back-up in their absence

- Responsible to read all logs/emails in a timely manner to ensure you are up to date with current information pertaining to the residents
- Maintain accurate statistics, which include intakes and logs; enter all data into appropriate database
- Maintain food and clothing storage areas
- Complete monthly report and all assigned administrative tasks in a timely manner
- Perform other duties as assigned
- Travel as required. Utilize Organization van to transport clients to a variety of appointments and as otherwise directed by Manager of Residential Services

Qualifications

- Minimum Associates degree with concentration in Counseling, Mental Health or Human Services, and/or minimum two years applicable experience
- Valid driver's license
- Be certified as a battered women's and rape crisis counselor per CGS 52-146k, before providing direct services to clients;
- Must have basic computer skills
- Must be able to lift 50lbs
- Reliable transportation and working telephone required
- Bilingual in Spanish
- Comprehensive working knowledge of the dynamics of domestic violence and sexual assault; Safety Planning/Client Defined Advocacy as it relates to domestic violence & sexual assault victims and the development of a plan for their safety and the preservation of their right to self-determination
- Basic crisis intervention and counseling skills
- Basic group facilitation skills
- Knowledge of community resources
- Effective oral and written communication skills
- Ability to maintain service records, complete accurate statistical and narrative reports and submit them in a timely fashion in accordance with CCADV and Alliance Program Standards
- Ability to integrate and manage large amounts of information and communicate this information appropriately and effectively
- Ability to develop and work with volunteers
- Maintain certification with no less than ten (10) hours of in-services annually, in issues related to domestic and sexual violence and advocate job enhancement skills
- Ability to work as an individual as well as a team member
- Strong organizational and interpersonal skills
- Attention to detail
- Ability to be flexible and juggle multiple demands

Supervision: The Manager of Residential Services will provide supervision to the Case Manager. The supervisor will oversee the work of the Case Manager; sign the program reports; conduct verbal and written evaluations of the Case Manager annually and as needed. Additional assistance will be provided to the Case Manager at regular meetings facilitated by the Women's Center, CCADV, The Alliance, and through training programs and materials.

Accountability: Manager of Residential Services

Hours of work: 25 hours per week

Classification: Part Time, Non-Exempt