

**Crisis Center for South Suburbia
Position Description**

Job Title: DV Case Manager
Program: Residential
Reports to: Director of Victim Services
Schedule: M-F; varies
Classification: FT, Non-exempt
Grade: 4
Holiday Schedule: General
WFH Status: E

JOB SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provide crisis intervention counseling and domestic violence education to clients.
- Provide case management services to residential clients during their stay in program.
- Provide clear direction and intervention through rules and regulations.
- Provide assessment and intervention services.
- Provide recommendation for continued service provision during the initial 48-hour assessment.
- Implement effective, individualized client service plans with residential clients and monitor progress towards identified goals.
- Facilitate groups for residential clients.
- Provide conflict and communication strategies to client as it relates to domestic violence.
- Be knowledgeable of local services and other available resources.
- Provide accurate referrals in a consistent and compassionate fashion.
- Participate in monthly case management review with colleagues.
- Complete the Case Management Roster
- Follow all CCSS policies and procedures for client shelter, safety and services.
- Participate in speaking engagements (including 40 Hour training) and other community education forums as needed.
- Liaison with local school and DCFS
- Provide accurate and professional inter and intra-agency communications.
- Collect and maintain accurate service statistics and case management documentation.
- Attend and participate in staff meetings.
- Attend board meetings, committee meetings, and advisory council meetings as requested.
- Adhere to all policies and procedures established by the board of directors.
- Residential Services Department Meetings, supervision with the Director of Victim Services and other meetings and trainings as requested by the Director of Victim Services.
- Develop the Support Services calendar by soliciting client interest and needs. Locate professional presenters where applicable. Solicit volunteer support through Volunteer coordinator to support presentations.
- Successfully complete 40 hours of ICADV domestic violence training; remain current in the field of domestic violence by attending in-services, workshops, etc. relevant to the field.
- Perform other duties as assigned.

KEY PERFORMANCE INDICATORS

KPI	EVIDENCE
Provide case management to clients in the areas of trauma, housing, employment and other case plan goals.	Meeting with clients at least once weekly, updated service plans, interaction notes
Assist clients with obtaining housing and employment	Management statistics for shelter, PQI results
Complete VI-Spdat and CE Phase Assessments to assist clients with obtaining housing	Client files
Develop support services calendar and be point of contact for outside presenters	Support services calendar is complete and has a wide range of topics and presenters
Facilitate groups, including OOP	Group interactions

POSITION REQUIREMENTS

<u>Education/Certification</u>	Required	Preferred
Valid Driver's License	X	
Bachelor's Degree in social work or related field	X	
40-hour trained, experience working with DV victims	X	
Food Sanitation Certification		X
<u>Experience</u>	Required	Preferred
3 to 5 years of job related experience	X	
Strong Project Management and personal workflow skills	X	
Bi-lingual, Spanish		X

ESSENTIAL JOB FUNCTIONS

This table directly refers to the frequency of which your job requires you to do on a daily basis. Note: These duties are site specific.

Office Equipment	Rarely (R)	Occasionally (O)	Frequently (F)
Telephone			x
Computer			x
Fax Machine			x
Copier			x

Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			x
Outdoor		x	
Loud Noises	x		
Fumes	x		

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing		x	
Sitting			x
Lifting (Max 40 pounds)		x	
Carrying		x	
Walking		x	
Driving		x	

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			x
Make Decisions			x
Supervise		x	
Interpret Data			x
Organize			x
Read/Write			x

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

Employee Signature Date

Program Director Signature Date

Director of Human Resource Signature Date