



<b>Job title</b>	<b>Case Manager</b>
<b>Reports to</b>	<b>Legal &amp; Medical Advocacy Manager</b>
<b>FLSA Classification</b>	<b>Non-exempt / Full-time</b>

### **Job Summary**

Provide case management services to victims of domestic and sexual violence.

### **Duties and Responsibilities**

- Conduct a comprehensive assessment of each clients' strengths and limitations and of the social, financial and institutional resources available to them.
- Develop an individualized service plan with each client that identifies priorities, desired outcomes, and the strategies and resources to be used in attaining those outcomes.
- Arrange, coordinate, monitor, evaluate and advocate for a package of multiple services to meet each client's unique needs.
- Engage in a range of tasks that support and enhance the system in which case management occurs. Specific activities include, but are not limited to: resource development, financial accountability, social action, agency policy formation, data collection, information management, program evaluation, and quality assurance.
- Work collaboratively with all members of the treatment team to coordinate and enhance services.
- Provide crisis intervention to victims of domestic and sexual violence.
- Facilitate psycho-educational groups and/or support groups for adult victims of domestic and sexual violence.
- Transport clients to court and other goal-related activities.
- Assist victims in obtaining civil no contact orders and orders of protections.
- Provide on-call after-hours coverage for requests for advocacy at local emergency rooms and law enforcement centers.
- Process intakes for residential clients; Assist in providing coverage on the 24-hour hotline.
- Input accurate and complete client data into agency database; maintain accurate case notes and files.
- Participate in regular staff meetings, staff training programs and supervisory sessions.
- Contribute to the development of positive team relationships.
- Provide domestic and sexual violence education to volunteers/new-hires and the larger community as needed.
- Provide advocacy to victims of domestic and sexual violence at local emergency departments.
- Act in accordance with MGI, ICADV and ICASA policies and procedures.
- Demonstrate integrity and professionalism in interactions with staff, clients, volunteers and donors.
- Ensure client confidentiality at all times.
- Other duties as assigned.

### **Qualifications**

- Bachelor's degree in social work or other human service field;
- Bilingual, Spanish-speaking preferred;
- 60-Hour Domestic and Sexual Violence Training Certificate;
- DCFS training and mandated reporter certificate;
- Dedication to helping victims;
- Ability to communicate effectively verbally and in writing;
- Excellent crisis intervention and problem-solving skills;
- Demonstrated ability to manage overall goals while attending to details;
- Strong interpersonal skills and ability to maintain professional boundaries;
- Computer proficiency;
- Reliable transportation and a clean driving record;
- Acceptance and respect for diversity of culture, sexual orientation, gender identity or expression, ability, and religious belief.

## **Working Conditions**

Standard office environment. May be required to travel to local hospital emergency departments, schools, courthouses, satellite offices and other locations for purposes of training, advocacy, counseling and to otherwise represent Mutual Ground. Some evening hours are required.

Must be available to respond within one-hour when responsible for on-call coverage outside of regular work hours.

- ❖ Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.