



women aware

MOVING BEYOND ABUSE

Per Diem Case Manager Job Description

This job description is a broad outline of the responsibilities and duties of the per diem Case Manager and will be amended as needed to meet the program priorities of Women Aware, Inc. and their ensuing work requirements. It should not be construed as a contract.

Responsible to: Housing Specialist

Qualifications:

- Bachelor's degree preferred
- DV and Case management experience preferred
- Excellent crisis intervention and case management skills
- Bilingual Spanish preferred

General Responsibilities:

At the direction of and in collaboration with the Housing Specialist, the per diem Case Manager carries the responsibility for providing case management services to residential victims of domestic violence. This includes, but is not limited to the following:

- Provide a safe, non-judgmental, and empowering environment to clients and staff
- Provide individual case management, crisis intervention, and group counseling services for residential clients. Work on special projects to benefit clients, the program, and the agency as needed/directed.
- Work collaboratively with agency staff and community agencies to facilitate the delivery of services. Provide domestic violence information and referrals to outside agencies as needed.

Specific Duties:

- Provide the following direct services: Answer the 24-hour domestic violence hotline and properly provide crisis counseling, information/referrals, and shelter screening. Responsible for orienting residents to communal living residential facility. Provide ongoing information and advocacy to assigned clients during their stay. Support residents in achieving their goals in accordance with program guidelines and agency policy. Provide client transportation on an as-needed basis.
- Maintain client files according to agency documentation policy/procedure. Clearly document hotline calls, intakes, exits, incidents, and observations.
- Attend and actively participate in staff meetings, supervision, and trainings as directed.
- Work with residents to maintain a clean and safe environment.
- Submit Daily Shift Report to appointed parties.
- Documentation of the CACFP program's Child Menu Binder and Daily Attendance Records.
- Assist with the preparation of monthly and quarterly reports/statistics as needed.
- May be required to stay and cover the following shift in case of emergency, inclement weather, if next shift relief does not report to work, or if unable to find coverage. May be required to work other shifts and weekends as needed and directed by Housing Specialist.
- Alert Supervisor to any safety concerns.

- Other duties and responsibilities as assigned by Housing Specialist.