



women aware

MOVING BEYOND ABUSE

Case Worker Job Description

This job description is a broad outline of the responsibilities and duties of the Case Worker 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: Safe House Supervisor

Qualifications:

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

General Responsibilities:

At the direction of and in collaboration with the Safe House Supervisor, the Case Worker '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 collaboratively with agency staff and community agencies to facilitate the delivery of services. Provide domestic violence information and referrals to outside agencies as needed.
- Program development including: working on special projects to benefit clients, the program, and the agency, assessing the need for additional client resources and services, and submitting ideas for program improvements to the Safe House Supervisor.

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.
- Facilitate weekly client in-house meetings.
- Work with residents to maintain a clean and safe environment.
- Submit Daily Shift Report to appointed parties.
- Responsible for SHE program applications.

- Responsible for applicant assessments for the Family Violence Option (FVO) program and any and all documentation that entails. May be required to provide FVO risk assessments at the Department of Social Services.
- Documentation of the CACFP program's Child Menu Binder and Daily Attendance Records.
- Assist with the preparation of monthly and quarterly reports/statistics including SSH, DV Core Service Stats, services provided and hotline log.
- Participate in agency events (Candlelight Vigil, DV Awareness Month, Annual Appeal, etc.)
- On call coverage 24/7 of which includes evenings, weekends, holidays as needed/designated/directed by the Safe House Supervisor.
- Provide coverage for coworkers 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 Safe House Supervisor.
- Alert Supervisor to any safety concerns.
- Other duties and responsibilities as assigned by Safe House Supervisor.