

Job Title:	Case Aid	Job Category:	Entry level / Intern
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, Texas	Travel Required:	Yes – Greater Houston area
Level/Salary Range:	Hourly	Position Type:	Full-Time, non-exempt
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:	https://fbwc.org/who-we-are/join-our-team/job-application.html		
Internal posting:	thood@fbwc.org		

Job Description

ROLE AND RESPONSIBILITIES

Assist case management team with serving survivors of domestic and sexual violence using victim-centered, strengths-based, trauma-informed approaches. Assist with accuracy and maintenance of records, and program surveys/questionnaires.

- Be professional, and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork.**
- Answer incoming phone calls and support client walk-ins.
- Ensure client completion of all required surveys before and after appointments.
- Provide accompaniment to home visits, court, etc. along with other direct service staff.
- Conduct and keep accurate records of interactions with clients.
- Create, maintain, and file accurate client files.
- Coordinate and follow up with specialized service providers (e.g. case manager, counselor, career development specialist, etc.).
- When needed, conduct intake and initial casework with new clients (including safety planning, Client Service Plan, etc.) with walk-ins and appointments.
- Maintain a professional and clean office environment, including the waiting area.
- Sort and appropriately distribute donations, as needed.
- Oversee distribution of items in the food/diaper pantry.
- Work with volunteers to ensure that ongoing office tasks (such as shredding sensitive documentation) is completed in a timely manner.
- Serve as an advocate on behalf of clients.
- Complete timesheets and other grant-related paperwork in a timely manner.
- Assist Case Managers and Grants Compliance/Housing staff with housing packets and home visits.
- Participate in community awareness/education events, as needed.
- Participate in the HART (hospital accompaniment response team) program on-call rotation for a full week 3 to 4 times yearly.
- Attend staff meetings and trainings, as requested.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Some college required; Bachelor's degree in a social services area preferred.
- Bilingual – Spanish / English
- 1-2 years of evidenced successful experience in a related setting is a plus.
- Proficiency in Microsoft Office Suite.
- Clear and effective written and oral communication skills.
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Pass a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Respects client confidentiality and autonomy.
- Demonstrate leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Display ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Display original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Show tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Be a team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Possess strong time management skills during busy and slower periods throughout the day.
- Apply basic strategies for good communication, including developing rapport and use active listening.
- Establish/maintain trust and appropriate collaborative relationships with clients.
- Work with clients in a respectful and nonjudgmental manner while working to understand the client's frame of reference and perspective.
- Support clients' self-determination and informed decision-making.
- Use appropriate verbal and nonverbal communication to deescalate crises.
- Apply strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrate ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritize/plan work activities using time efficiently; plan for additional resource needs. Set goals and objectives and develop realistic action plans.
- Deadline/solution oriented with the ability to handle multiple competing priorities and wide-variety of responsibilities.
- Speak clearly and persuasively in positive or negative situations, listen, ask for clarification, respond well to questions, and participate in meetings.
- Write clearly, accurately, respectfully, and informatively; edit work for spelling and grammar.
- Follow instructions, respond to management direction, take responsibility for own actions, keep commitments, commit to non-traditional hours of work when necessary to reach goals, complete tasks on time or notify appropriate person with an alternate plan.