

**FORT BEND COUNTY WOMEN'S CENTER, INC.
JOB DESCRIPTION**

SHELTER CASE MANAGER – Bilingual English / Spanish

REPORTS TO: Case Manager - Lead

SUPERVISES: N/A

STATUS: Non-Exempt, Salaried Position

RESPONSIBILITIES: Assist clients with setting and achieving goals that lead to safety, recovery and self-sufficiency, including identifying victim assistance needs and connecting clients to agency victim advocacy services. Assist clients in developing options for employment, educational and related objectives.

DUTIES:

1. Model agency core values (SPIRIT): service, passion, integrity, respect, innovation and teamwork.
2. Conduct safety planning, lethality assessment and intervention services.
3. Provide resource options available and pros and cons of action and inaction on the part of the client toward achieving service goals.
4. Coordinate and monitor specialized service providers (e.g. housing specialist, employment specialist, follow-up position, etc.) to ensure client is meeting social service goals through Client Service Plan.
5. Provide crisis intervention assistance to clients and prospective clients.
6. Provide accompaniment as needed.
7. Conduct casework with clients to include goal setting regarding trauma recovery, education, job training, employment, personal financial planning, need to refer to victim advocacy program, and other services as necessary.
8. Oversee client transportation needs.
9. Coordinate programs & services for women including, but not limited to, support groups, employment and self-improvement to ensure continued care.
10. Be knowledgeable of community resources.
11. Maintain client records of casework activities.
12. Serve as an advocate on behalf of clients.
13. Complete accurate documentation and maintenance of client files.
14. Complete Client Service Plan
15. Act as **child advocate** (includes having knowledge of child development, parenting skills, and dynamics of family relationships; sensitivity to the needs of children; ability to respond in a constructive, supportive manner to the parent and child clients in crisis; ability to plan and implement activities for children; knowledge of the local network of children's services)
16. Have knowledge of grant objectives and goals including the timely completion of timesheets and other grant related paperwork.
17. Conduct intake and initial casework with each new client within 48 hours of intake if in shelter and a minimum of once weekly thereafter to facilitate client's goal setting and safety planning.
18. Conduct follow-up and keep accurate records.

19. Assist with providing hotline coverage as requested.
20. Plan and coordinate educational and personal growth oriented programs for sheltered women.
21. Solicit and participate in community awareness, education events and speaking activities to educate the community about the problems of domestic violence, sexual assault, and homelessness including DV & SA awareness month.
22. Provide victim information to clients, including referrals to the victim assistance/advocacy staff as appropriate.
23. Demonstrate leadership, communication, and problem solving skills in a manner, which encourages and empowers clients to seek remedies for positive change.
24. Make independent decisions to benefit clients and the agency as a whole.
25. Work weekend and evening shifts as requested.
26. Participate in the HART (hospital accompaniment response team) program as requested.
27. Complete client check requests in a timely manner being aware that whenever a mistake is made that causes us to overpay for a client, the Case Manager is responsible for collecting from the client and returning the overpayment.
28. Attend staff meetings as requested.
29. Other duties as assigned.

HOURS: 40 hours per week. Hours may be flexible as necessary to achieve program objectives, tasks, activities, and to effectively document outcome measures and variances.

QUALIFICATIONS:

- Bachelor's degree in a related field and 2 or more years of case management experience.
- Bilingual – Spanish / English required.
- Sensitivity and knowledge regarding the issues of family violence and sexual assault and the impact of these crimes on women and children.
- Ability to remain calm in crisis situations.
- Understand client programs and dynamics of communal living.
- Have 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.