

Domestic Violence ESSHI Case Manager:

Responsible for working with victims of domestic violence and their children. Successful candidate will provide support to individuals as they transition into a life, independent of abusive behavior. Act as an advocate and liaison for victims as they navigate through the process of securing housing, financial resources and any social services that will help as they re-integrate back into the community with their children for the purpose of once again living a safe, independent less restrictive lifestyle.

Supervisor: Director of Domestic Violence/NET Shelter

Education/Qualifications:

- Associates Degree in Human Services preferred; minimum High School Diploma or GED required, and 1-year relevant experience working with victims of domestic violence.
- Twelve hours of training may be substituted for one year of relevant work experience in the topics of: 1.) The dynamics of family violence; 2.) Child abuse reporting requirements; 3.) Confidentiality issues; 4.) Legal remedies; and 5.) Community resources and services. Six hours of training will be equivalent to six months of work
- Strong oral and written communication skills
- Working knowledge of basic computer software, Microsoft Word, Excel, and Outlook
- Valid driver's license, acceptable (as defined by agency underwriters) driving record.

Key Job Functions:

- Conduct client admissions and discharges, within the policy and procures identified by OCFS, OVS, AH&D and DV program protocol; complete all necessary forms and documentation associated with these processes.
- Upon admission, begin discharge planning with clients by ascertaining client's desired housing level and current level of functioning.
- Meet regularly with clients on an individual basis to discuss the problems they encounter and the challenges they face in meeting their goals, develop strategies to deal with these challenges and resolve problems.
- Teach the dynamics of domestic violence to assist the client to break free from the abusive situation.
- Serve as a positive role model for the clients. All interactions will be conducted in a positive and professional manner.
- Maintain complete, accurate and confidential client records and statistical data of service provision.
- Assist and teach how to maintain housing cleanliness and upkeep by verbal and interactive coaching and prompting on daily, weekly, monthly cycle.
- Provide follow-up services to nonresidential families as the need related to domestic abuse; assure smooth linkage to service providers.
- Establish and maintain a working relationship with service providers to assure basic needs of victim and their children are met.
- Interact with various authorities and professionals on behalf of the victim and their children, while adhering to HIPAA guidelines and agency policy. Make available a full range of services to include transportation, 24 hr. crisis outreach services, case management, service linkages, apartment searches, set-up and household moves, client advocacy, landlord negotiations, support groups.

- Act as a liaison between victims, the intervention system and interagency review groups.
- Assists with facilitation of weekly support groups.
- Communicate to residents all safety/security procedures and assist with fire drills and safety inspections as assigned.
- Assist with childcare responsibilities as necessary. Plans and leads recreational activities for the children of victims Maintains children recreational/program area, supplies, and is responsible for safety of equipment and environment.
- Perform other duties as assigned.

Arbor Housing and Development Expectations:

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact your immediate supervisor and/or on call designee for guidance.
- Stay at the work site until a replacement arrives at no time will should you leave the Shelter unstaffed.
- Adhere to AHD and Policy and Procedure Manual as it pertains to Employee/Client boundary policy and procedure.
- Complete, clear, timely documentation
- Communicates regularly with Director of DV/NET Shelter program regarding events, needs, and concerns and leadership
- Accepts the responsibility of effectively discharging their role as Domestic Violence Shelter Advocate / Transitional Housing Case Manager within the DV/NET Shelter under the expectation of Arbor Housing and Development 's standards of work performance, which encompasses many factors, including attendance, punctuality, personal conduct, job proficiency, and general compliance with all policies and procedures
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment, foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual
- Accepts other duties as assigned by Director of DV/NET Shelter or designee

Physical Demands / Environment

- Bending, stretching, and standing for long periods of time
- Lift, push or pull 25 to 50 pounds.
- Required to stay awake and alert always; should avoid placing yourself in reclining or in a lounging position.
- Residential Settings / Agency or Personal Vehicle.

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

