



## **CASE MANAGER JOB DESCRIPTION**

### **Position Summary:**

The Case Manager will work under the supervision of the Assistant Director of the Allen Women's Resource Center and/or a Social Work Supervisor. The Case Manager will provide crisis intervention services to domestic violence victims and their children. The Case Manager will be expected to learn and integrate a trauma-informed, client-centered approach in working with clients and will be responsible for establishing and overseeing a plan of care for each family in the shelter, from the time of admission to discharge as well as aftercare. He/she will be responsible for documenting case management activities in a confidential, timely, and concise manner. This position will require regular and in-person interaction with families.

### **Responsibilities:**

- Conduct hotline pre-screenings, and intake assessments with potential residents.
- Develop psycho-socials on all clients.
- Perform data entry into the shelter referral and placement system (SORTS) and provide necessary documents and reports to city and state funding sources.
- Assess clients' safety and their needs and collaborate with residents to formulate short and long-term goals and objectives for clients; maintain relevant and meaningful case/service plans that will address needs and attain desired outcomes, including helping residents to develop a safety plan.
- Refers client to appropriate resources and tracks the outcomes of those referrals, including but not limited to long-term counseling, education, housing, public assistance, and other entitlements.
- Develop and maintain case records that document services provided to residents, including regular progress notes, correspondence on behalf of residents, and interagency correspondence relating to clients.
- Participate in staff meetings, community meetings, and relevant training and seminars.
- Provides weekly and/or monthly aftercare services at one of our community partnership locations.
- Meets with each resident weekly; coordinates and facilitates regular support group meetings.
- Facilitates all case conference sessions with staff.
- Ascertain and respond to clients' aftercare needs.
- Accompany clients to appointments as needed.
- Assist in the daily operations of the shelter and other duties as assigned.

### **Qualifications:**

- Bachelor's degree in a related field (Social Work, Psychology, Human Services, etc.) and relevant experience. MSW is preferred.
- At least two years of prior direct service experience in a social service setting is required.
- Experience working with survivors of intimate partner and family violence and other victims of crimes preferred. Must demonstrate sensitivity towards understanding victimization, specifically the experiences of domestic violence survivors.
- Able to work a flexible schedule that can include evenings, weekends, and holidays.
- Strong verbal and written communication and organizational skills.
- Knowledge of Microsoft Office, specifically Word and Excel.
- Ability to work under pressure in a calm and reassuring manner.
- Must be a team player.
- Bilingual (English and Spanish) is a plus.

**Program Type:** Full-Time (12:00 p.m. – 8:00 p.m.)

**Allen Women's Resource Center**

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