

# Jenesse Center, Inc.

DOMESTIC VIOLENCE INTERVENTION & PREVENTION

## Job Description For Case Manager

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### **Job Summary:**

The Case Manager works in the Family Wellness Department and provides crisis counseling, case management, advocacy, support and follow-up services to victims of domestic violence, sexual assault and human trafficking, either as shelter or non-shelter clients. The Case Manager will report to the Director of Family Wellness.

### **Duties and Responsibilities:**

- ◆ Facilitates overall needs assessment (safety, housing, legal, health, vocational and mental health);
- ◆ Works to develop an individual, holistic case plan that includes tasks, goals and a timeframe for accomplishing them;
- ◆ Support victims and survivors by helping them access options that enable them in the healing process, including: establishing a safe contact system, maintaining confidentiality, establishing a safety plan, securing basic resources and collaborate with agencies that are credible, trauma informed and respectful of client confidentiality;
- ◆ Mobilizes and coordinates both Jenesse community resources for the purpose of assisting assigned clients;
- ◆ Works with counselor, housing advocate and children's program coordinator to ensure client goals are met;
- ◆ Advocates for the victims' fair and equitable treatment at various helping agencies;
- ◆ Ensures that clients are escorted to appointments as appropriate;
- ◆ Keeps accurate records of all client-related contacts in accordance with Jenesse's rules and regulations;
- ◆ Participates at case conferences, case consultations and other client-related meetings;
- ◆ Conducts follow up with clients for up to a year after exiting the program;
- ◆ Makes outreach presentations to various agencies and organizations;
- ◆ Monitors relationships with the outside agencies for the purpose of enhancing and improving services to Jenesse's clients;
- ◆ Completes all paperwork in a timely manner;
- ◆ And other miscellaneous duties as assigned by Department Head.

### **Requirements:**

Must have a BA in Psychology, Social Work. Must support Jenesse's mission and philosophy. Must have good communication skills. Must be able to function within a multi-cultural, multi-ethnic crisis center setting as part of a multi-disciplinary team. Should be a creative problem-solver, knowledgeable on the issues of domestic violence. Must show initiative and able to work with little supervision. Must have good crisis counseling skills both on the phone and in person, or be willing to be trained. Must have proof of US citizenship or authorization to work, as well as reliable transportation, valid California driver's license, and proof of state-required insurance.

*Jenesse Center, Inc. is an equal opportunity employer and does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.*