



TURNING POINT JOB DESCRIPTION

TITLE: Case Manager
REPORTS TO: Director of Shelter
CLASSIFICATION: Full Time Exempt

POSITION SUMMARY

The Survivor Empowerment Manager partners with shelter residents to provide information support, referrals, follow-up. The Case Manager will work directly with program participants to develop individualized plans of service and goals for securing/retaining housing, employment and other objectives. Additionally, the Case Manager is responsible for providing crisis intervention with families in shelter.

REQUIRED KNOWLEDGE

The Case Manager should have knowledge of survivor-centered, trauma-informed, and advocacy-based interventions with survivors of domestic violence, sexual assault, and human trafficking that are rooted in anti-oppression values and the empowerment model. Specific knowledge in crisis intervention, lethality assessments and safety planning are desired as are demonstrated success building teams, collaborating with peers, and solving problems. Candidates should also have knowledge of advocacy with survivors in various systems including healthcare, criminal justice, family court, child welfare, education, and human services.

EDUCATION

A Bachelor's Degree

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Partner with assigned residents to develop individualized goals, assess needs, and offer resources.
- Meet with all assigned residents 2-3 times per week, to follow-up on progress with established goals and modify safety assessment or safety plans of residents as needed.
- Assist with exploring housing and employment resources and options.
- Provide advocacy as needed for residents with community organizations.
- Participate in weekly resident council meetings for survivors to share resources, updates, and shelter events.
- Create, plan and implement a basic computer skills competency curriculum that will assist residents to meet their housing, employment, and plan-related goals.
- Address communal living issues with residents.
- Develop and maintain updated referral list of local service agencies and resources.
- Complete accurate and timely daily, weekly, monthly and quarterly documentation and other reports as required by the program and funding sources.
- May be required to transport residents in personal vehicle as needed.
- Implement agency and program mission, vision and anti-oppression and empowerment philosophies.

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- Administer and implement agency policies and procedures.
- Maintain agency policy on confidentiality, record keeping and professional ethics.
- Ensure the integrity of program data required for funding source's program reports and program evaluation.
- Report potentially dangerous situations to Director of Shelter and/or supporting Directors.
- Attend all departmental and agency staff meetings, and other meetings required by Turning Point.
- Conduct relationships with colleagues to promote mutual respect, improvement of services, and problem solving.
- Notify the Director of Shelter, Senior Director of Residential Services, or Chief Executive Officer of any emergency situations that may affect Turning Point staff and/or clients.
- Perform all other duties as assigned.

The Case Manager must embody the following skills:

- Problem solving
- Adaptable
- Collaboration
- Empathic
- Creativity
- Managing difficult conversations
- Relationship-building
- Ability to interpret and integrate feedback
- Networking
- Critical thinking and analysis

WORKING CONDITIONS:

- Must be able to work independently and multi-task in a fast-paced office environment.
- Allow for flexibility in schedule
- Must be able to drive to multiple sites.
- Ability and willingness to be available for non-scheduled emergency call-in when necessary.
- Ability to lift 20lbs.
- Ability to operate general office equipment and climb stairs.

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