

<b>Job Title:</b>	<b>Case Manager/Counselor</b>	<b>Job Category:</b>	Full Time, Exempt
<b>Department/Group:</b>	Support Services	<b>Reports To:</b>	Director of Support Services
<b>Nights/Weekends Required:</b>	Yes	<b>On-Call Required:</b>	Yes
<b>Lifting Required:</b>	Yes- Up to 20 lbs.	<b>Driving Required:</b>	Yes

#### **Job Description**

##### **Job Purpose:**

The purpose of this position is to provide on-site coverage and case management/counseling services to residents in residential program. These services include, but are not limited to, case management, supportive counseling, advocacy, referral and connection with appropriate wrap-around services. Some specific duties of the Support Services Case Manager are as follows:

##### **Duties include but are not limited to:**

- Provides case management to clients around domestic violence issues and strategies for living independently.
- Provides crisis counseling and supportive counseling assistance to clients in residential program.
- Conducts needs assessments with new residents.
- Meets with clients to set weekly and/or daily goals for their stay in the program.
- Coordinates services and referrals to outside agencies for clients (i.e. DSS, Cornerstone, etc.)
- Maintains client documentation.
- Inputs client services into R-Client database.
- Reviews client files and client contact documentation pages weekly.
- Provides transportation and advocacy to clients for Mental Health, Substance Abuse, or school-related referrals as needed.
- Provides accurate resources and referral information to clients.
- Assists clients in making housing plans if needed.
- Assists Support Services Director and Associate Director with intake interviews for in-coming clients as needed.
- Conduct regular inspections of resident's rooms.
- Provides support to walk-in services and crisis lines as needed.
- Writes and submits monthly reports to Program Director
- Participates in regular supervision with program supervisor to review cases and process case progress.
- Participates in weekly support team meetings.
- Attends monthly staff meetings.
- Attends annual shelter staff retreat.
- Carries out other duties as assigned by supervisor.

##### **Skills/Qualifications:**

- Strong knowledge and understanding of services available to clients in the community.
- Strong case management skills.
- Ability to network well with community professionals.
- Ability to multi-task and prioritize duties.
- Ability to be empathic and non-judgmental.
- Ability to handle crisis situations while remaining calm and diplomatic.
- Ability to work as part of a team, as well as ability to handle crises individually with quality decision-making skills.
- Ability to work within a complex, fast-paced and rapidly changing work environment.
- Ability to effectively solve problems and achieve conflict resolution.
- Ability to work effectively with a wide variety of individuals.
- Ability to demonstrate mature and professional attitude combined with a compassionate nature.
- Ability to model positive discipline techniques and patience with children.
- Knowledge of basic computer skills.

**Qualifications:**

- Commitment to violence-free relationships, and ending the cycle of violence in our community.
- BA degree in social work, psychology, counseling, or related human services field, or equivalent education and experience required.
- Additional consideration will be given to candidates who are bilingual.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Must be available to work evenings, weekends, some holidays, and on-call, as assigned.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.
- Clear background check.
- Valid driver's license, access to reliable transportation and a clean driving history with the North Carolina Department of Vehicles.
- Demonstrated eligibility to work in the United States.