

## JOB DESCRIPTION

Position Title	Department	Reports to
Domestic Violence Program Case Manager (Residential)	<b>DOMESTIC VIOLENCE</b>	Case Management Services Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	5/5/2023

### POSITION SUMMARY

This position is accountable for facilitating and monitoring development of goals and action plans to help clients break the cycle of violence; providing social, legal, medical, and personal advocacy, as well as emotional support; implementing educational programs regarding domestic violence issues.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Provides case services and crisis intervention to victims of domestic violence; has an understanding of managing crisis situations in a trauma informed manner.
2. Conducts personal needs assessments and develops appropriate action plans for assigned clients and their children. Provides social, legal, medical and other advocacy needs as determined to support each assigned client.
3. Creates client identifying number and identifies client funding. Enters and updates client information in client database and client funding sheet.
4. Facilitates support and educational groups for program participants as assigned. Provides training for interns and volunteers who participate in group facilitation.
5. Acts as liaison and representative of YWCA with community agencies such as District Attorney, Department of Public Social Services (DPSS), Department of Children and Family Services (DCFS), hospitals, Los Angeles Homeless Services Authority (LAHSA), counseling and Victim Witness programs, etc.
6. Provide training and presentations to a variety of community and social service organizations, medical and law enforcement professionals and others on domestic violence and how to meet the needs of clients and their children, as assigned.
7. Performs a variety of routine duties including follow up with clients and maintaining records of services provided and other such responsibilities as assigned.
8. Works with the case management team to implements a financial literacy enrichment program for clients.

9. Maintains a working knowledge of codes, laws and regulations that impact domestic violence programs; maintains a working knowledge of domestic violence issues and programs; maintains relationships with other community agencies and participates in seminars, conference and coalition meetings as assigned.
10. May assist with services at the TRO Clinics in the local courts to ensure victims of domestic violence are properly protected.
11. Serves as an advocate for the Agency/Program's fund development efforts and supports the organizations AA/EOE guidelines.
12. Performs special short-term tasks related to overall shelter/outreach operations including answering the 24-hour crisis helpline, based on program needs.
13. Transports clients as necessary to appointments.

**MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

These specifications are general guidelines based on the minimum experience ordinarily considered essential to the satisfactory performance of the job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent is required to have:

- education and experience substantially equivalent to a Bachelor's degree in social work, psychology, counseling or similar major
- bilingual skills in English/Spanish preferred
- ability to work independently as well as efficiently as a team member
- must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled
- prior experience in a social services agency, preferably one serving victims of domestic violence and their families and/or counseling and crisis intervention
- effective personal computer skills including word processing, spreadsheet and internet
- leadership skills to initiate change in client behavior, to facilitate and maintain effective relationships with clients and their children and to serve as a stable, non-judgmental role model for survivors and their children
- knowledge of and sensitivity to issues affecting victims of domestic violence, their families and the community

- excellent verbal and written communication skills, including experience in developing and making presentations to groups
- professional appearance and ability to maintain confidentiality in all matters related to the agency/program and positive communications with staff, volunteers and the community
- current California driver's license and a driving record acceptable to the Agency's insurance carrier
- ability to support the mission and philosophy of the YWCA which includes acceptance of multicultural diversity.
- participate in mandatory 40 hours of training in domestic violence and other training programs as required by community partners
- acts as mandated child abuse reporter and elder abuse reporter
- willingness to work a flexible schedule, including evenings and weekends
- must exhibit flexibility, mature judgment and competence
- High school diploma or equivalent
- The ability to type 50 WPM accurately; proficient in use of 10-key and other office equipment; intermediate computer skills including experience with Microsoft Office products, including but not limited to Word, Excel, and Outlook; ability to learn and use the PC hardware and software
- Proficient in English grammar and spelling with excellent oral and written communications
- Willingness to attend training seminars and meetings outside normal working hours
- Must have a proactive and positive attitude toward clients, colleagues, board members, and community partners.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.